Thursday, 24 July 2025



Te Hui o Te Kaunihera ā-Rohe o Heretaunga Hastings District Council

Performance and Monitoring Committee Meeting

Kaupapataka

Attachments – Volume 2

Te Rā Hui:

Meeting date:

Thursday, 24 July 2025

Te Wā:

Time:

Venue:

9:00 AM

Council Chamber

Ground Floor

Te Wāhi:

Civic Administration Building

Lyndon Road East

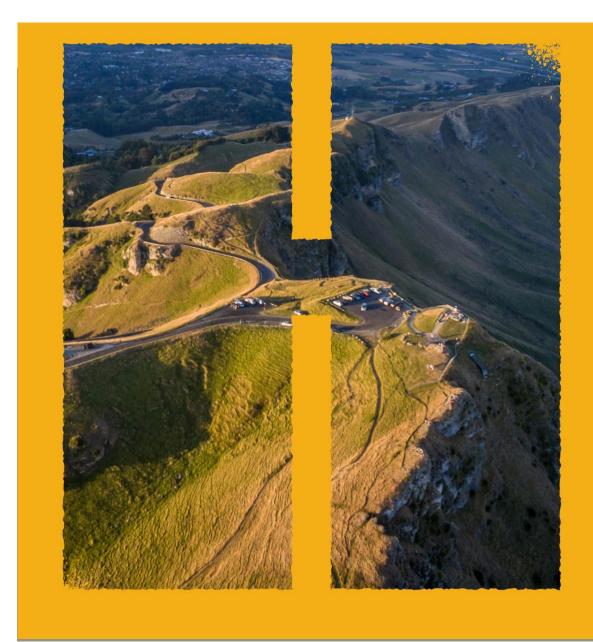
Hastings



ITEM SUBJECT PAGE

8. PERFORMANCE AND MONITORING REPORT FOR THE QUARTER ENDED 30 JUNE 2025

Attachment 1: 2024-2025 QTR 4 Performance & Monitoring Report FINAL 3



PERFORMANCE & MONITORING REPORT

QUARTER 4, 2024-2025

APRIL - MAY - 30 JUNE)

HERETAUNGA HASTINGS DISTRICT COUNCIL

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HIGHLIGHTED WORKS

TE PA HARAKEKE

Construction underway for 39 purpose built senior housing units.

MORE INFORMATION ON PAGE 9

IONA/MIDDLE ROAD

Works continue to progress well.

MORE INFORMATION ON PAGE 11

BUILDING UNIT REVIEW

Follow-up survey undertaken with positive results.

MORE INFORMATION ON PAGE 17

COMMUNITY DEVELOPMENT

A busy period of community engagement.

MORE INFORMATION ON PAGE 25

TOITOI - HAWKE'S BAY ARTS & EVENTS CENTRE

A number of events delivered with improved profit share arrangements and outcomes.

MORE INFORMATION ON PAGE 32

REFUSE

Stage 1 of Area B at the landfill on schedule and progressing well.

MORE INFORMATION ON PAGE 48

WATER SERVICEREGULATOR

Taumata Arowai Annual Report update.

MORE INFORMATION ON PAGE 53

IMB1

A number of significant IT projects continue to be delivered.

MORE INFORMATION ON PAGE 67

EVENTS

A busy events period with successful events delivered, in particular Osmanthus Laten Festival being the standout.

MORE INFORMATION ON PAGE 79

KEY PROJECTS - CYCLONE GABRIELLE COMMUNIATIONS

Comprehensive communications continue to be provided on Councils progress in recovering from Cyclone Gabrielle.

MORE INFORMATION ON PAGE 84

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CLIMATE ACTION CARBON INVENTORY & CLIMATE ACTION JOINT COMMITTEE

SUMMARY OF ACTIVITY

As part of Council's commitment to climate action, we are actively measuring our organisational carbon inventory and assessing climate-related hazards. Carbon inventories are a critical element of the Climate Action Work Programme, serving as a baseline for the development and evaluation of our Emissions Reduction Plan (ERP).

Council has contributed to the Climate Action Joint Committee (CAJC) in the development and release of Hawke's Bay's first Regional Climate Change Risk Assessment (CCRA). This publicly available report was commissioned by the CAJC and drew on existing Council and Public datasets. A comprehensive communications strategy has supported the effective dissemination of the report's key findings.

KEY PROGRAMME OUTCOMES	ŧ 🔢	~
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Metrics	Current Quarter 4 (2024/25)	Previous Q3 (2024/25)
Timeline	Carbon Inventory - Discussions with the regional emissions reduction work group have resumed. However, work on carbon measurement is not expected to resume until implementation of an Emissions Reduction Plan is under way.	No update this quarter pending further action on the Regional Emissions Working Group.
Budget	CCRA was received by the CAJC and released 9 May 2025.	N/A.
Quality	The cost of the report and communications collateral remained within budget.	N/A.
Resource	Within expectations.	N/A.

PROGRAMME HIGHLIGHTS

Development of the Region's first Climate Change Risk Assessment.

RISKS AND OPPORTUNITIES

Napier City Council and Wairoa District Council have withdrawn from the CAJC, resulting in its pending dissolution. The members of the Technical Advisory Group (TAG) are committed to continued collaboration between the Councils and PSGE's to ensure region wide climate action continues.

KEY DATES

Date	Event
May 2025	Finished CCRA released to the public along with communications.
August 2025	Strategy and Recovery Committee is expected to receive the CCRA and recommendations from the Joint Committee.

ADDITIONAL COMMENTS

A Hastings District Council Climate Action Framework has been drafted and will be presented to the incoming Council.

GRAPHICS



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HAWKE'S BAY REGIONAL SPORTS PARK

SUMMARY OF ACTIVITY

The Hawke's Bay Regional Sports Park is the region's premier sporting venue and also hosts cultural events. HDC is the primary funder of the park.

The Sports Park and its facilities are governed by two separate Trust, the Hawke's Bay Regional Sports Park Trust (HBRSPT) and the Hawke's Bay Community Fitness Centre Trust (HBCFCT).

PROGRAMME HIGHLIGHTS

The HBRSPT is leading the development of a masterplan for Mitre 10 Park. The project re-commenced in August 2024 and is being supported by a Project Steering Group consisting of representatives from Hastings District Council, Napier City Council, Ngāti Kahungunu lwi Inc., Sport Hawke's Bay, Mitre 10 Park tenants and the HBCFCT. To date, the following has been completed:

- · First round of stakeholder engagement
- Cultural narrative
- Play assessment
- Initial traffic assessment
- Data review.

A long list of potential development options has been developed and shared with Council through a workshop in June 2025.

Discussions have recommenced between the HBRSPT and HBCFCT to ascertain the most appropriate future governance structure for the Regional Sports Park and its facilities.

RISKS AND OPPORTUNITIES

The HBRSPT is currently fundraising to replace the athletics track.

Officers have begun preparing re-zoning of the 'Northern Block.' There are a number of technical reports that will need to be prepared to support any plan change.

KEY DATES

Date	Event
2 & 3 April 2025	Mitre 10 Tough Kids.
25 May 2025	IRONMĀORI Ngāti Kahungunu Marae Wero.

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LOCAL AREA PLAN PROGRAMME (LAPP)

SUMMARY OF ACTIVITY

The Local Area Plan Programme (LAPP) forms an integral part of the comprehensive growth management work programme, established by Council in response to the significant population growth that has occurred within the district over the last 10 years. The LAPP is firstly focussed on providing the strategic direction for where residential intensification/medium density housing is best able to be accommodated within the urban environment; followed by the preparation and delivery of place-based neighbourhood-scale Local Area Plans (LAPs). The LAPs will provide an integrated overview of the various land uses, infrastructure and amenity inputs (both above and below ground) relative to a defined urban area. The intention of these LAPs is to ensure that updates of residential intensification and medium density housing opportunities within defined areas result in well functioning urban environments, over the short, medium and long term.

KEY PROGR	AMME OUTCOMES	× ! ✓
Metrics	Current Quarter	4 (2024/25)

Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)	
Timeline	Continued work to analyse community engagement feedback and integrate Te Aranga Design Themes. Adoption of LAP areas in quarter 1 2025/26.	~	Work to analyse community engagement feedback is ongoing.	
Budget	Remains within operating budget.	~	Remains within operating budget.	
Quality	Programme process detailed to support four LAP areas and the LAPP implementation.	~	Work to analyse community engagement feedback on the four LAP areas is ongoing.	
Resource	Well resourced internally with LAP Programme Manager oversight.	~	Appointment of LAP Programme Manager in February 2025.	
Stakeholders	Key stakeholders identified and engaged both internally and externally.	~	Key Stakeholders identified.	

PROGRAMME HIGHLIGHTS

Continued analysis of community engagement feedback and integration of Te Aranga Design Themes, working towards adoption of the four LAP areas in quarter 1 2025/26. Key stakeholders identified and engaged throughout programme. Ongoing analysis of community engagement feedback. Appointment of LAP Programme Manager in February 2025.

RISKS AND OPPORTUNITIES

Identified risks remain as:

- Public perception and opinions regarding progressing LAPs following the engagement under the Long-Term Plan/financial constraints.
- Potential confusion between the relationship between the LAPPs, the draft Future Development Strategy and Plan Change 5. However, this is considered to be an acceptable risk, as it relates to clarity of communication which can be managed.

KEY DATES

Date	Event
Quarter 1 2025/26	Adoption of four LAP areas, with implementation plan development and rollout thereafter.

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FLAXMERE, HASTINGS

SUMMARY OF ACTIVITY

Council has three development sites: 244 Whakaruru Crescent, Town Centre and Caernarvon Drive (Gumtree Development). The three sites will provide 150+ homes for our people, which are pitched at first home buyers at an affordable price point. The Crown has provided funding, which enabled the land to be unlocked and for Council to work with development partners to deliver the finished product to our community.

Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Gumtree, Town Centre, and all individual Lot Agreements at Whakaruru Crescent are unconditional. Delay in executing Super Lot Agreements with TToH. Developers progressing required design and consenting collateral.	H	Gumtree Development and Lot 6, Town Centre SPAs in place as of February 2025. SPAs in place with TToH for six Lots at 244 Whakaruru Crescent. Remaining SPA's to be executed by quarter 4 2024/2025.
Budget	Greater budget oversight and management, however additional unbudgeted costs identified (MarComms) and delays with executing Whakaruru Crescent Super Lot Agreements. Some land sales revenue received across all development areas.		Civil works complete. Ongoing holding costs for delayed land sales at 244 Whakaruru Crescent, as well as staged settlements at Gumtree Development and Town Centre. Additional unbudgeted costs identified related to reserve development and Pou installation.
Quality	As part of developer agreements, Officers are reviewing developer conceptual plans to set and ensure standards for quality across developments.	~	The development sites are meeting engineering code requirements and development partner discussions are centred on quality builds. As part of developer agreements, Officers are reviewing developer conceptual plans to set and ensure standards across developments.
Resource	Well resourced through the developer development phase, with internal capacity and external urban design input.	~	Major physical works complete, minor works well managed. Developer negotiations strongly supported internally with external expertise as required (The Property Group and Simpson Grierson).
Stakeholders	Development partners and the Flaxmere Community via the Flaxmere Planning Committee remain fully engaged in the process.	~	The Flaxmere Community via the Flaxmere Planning Committee and development partners remain fully engaged in the process.

PROGRAMME HIGHLIGHTS

Land sales concluded at Gumtree, Town Centre, and the individual Lots at Whakaruru Crescent, with some land sales revenue received. Development partners well engaged and working together to deliver good housing outcomes.

RISKS AND OPPORTUNITIES

An opportunity for lessons learned with application to other Council projects.

KEY DATES

Date	Event
April – June 2025	Land sales revenue received over quarter period (Deposits and Settlement instalments).
Ongoing	Resource and Building consent applications lodged by developers.

GRAPHICS



Example floor/site plan proposed in Whakaruru Crescent

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TE PĀ HARAKEKE, HASTINGS

SUMMARY OF ACTIVITY

Te Pā Harakeke is a Hastings District Council led senior housing development in Flaxmere, delivered in partnership with Te Tūāpapa Kura Kāinga – the Ministry of Housing and Urban Development (HUD) through the Affordable Housing Fund. The project will deliver 39 purpose-built one and two-bedroom rental units spread across 12 blocks and is designed to meet the needs of our elderly community. Located in the heart of the Flaxmere town centre developments, the site benefits from close access to amenities like the library, pools, shops, and community spaces. Supported by Te Aranga design principles and named in recognition of local flax (harakeke) heritage, the development will provide secure and affordable housing set at 80% of median market rent.

KEY PROGRAMME OUTCOMES L

Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Slight delay in processing building consents but project will be back on track by July 2025.	•	N/A
Budget	On budget – co funded through HUD.	<u> </u>	N/A
Quality	Regular audits and Council oversight via weekly contract meetings.	<u>~</u>	N/A
Resource	Adequate resource – external.	~	N/A
Stake-holders	Council has formed a good partnership with HUD and regularly attends the Flaxmere Planning Committee meetings providing updates on the development.	~	N/A

PROGRAMME HIGHLIGHTS

Slabs poured, framing going up and one block roofed.

RISKS AND OPPORTUNITIES

Work programme is well managed with oversight from the Public Spaces and Buildings Team, Finance and Strategy.

KEY DATES

Date	Event
July 2025	All building consents approved.
August 2025	Slabs poured and framing underway.
February 2026	Three blocks completed.

PHOTO



Te Pā Harakeke

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BROOKVALE, HAVELOCK NORTH

SUMMARY OF ACTIVITY

The Brookvale area is currently being designed and developed, following its rezoning from a Plains Production Zone (Plains) to a Residential Zone, which took effect on 13 January 2020. The recently approved Hastings District Council Long Term Plan (LTP) has outlined the budget and phasing of infrastructure development proposed to deliver the Brookvale Structure Plan.

KEY	PROGRAMME	OUTCOMES	×	~
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Metrics	Current Quarter 4 (2024/25)	Previous Q3 (2024/25)	
Timeline	On track.	~	On track.
Budget	On track.	~	Adjustments being made to reflect the programme.
Quality	On track.	~	On track.
Resource	Ontrack.	~	Brookvale is now appropriately resourced.
Stakeholders	Developers/landowners continue advancing their subdivisions and development proposals.	•	Developers/landowners continue advancing their subdivisions and development proposals.
	Landsdale seek Development Agreement with HDC to advance the programme.		Landsdale seeking Development Agreement with HDC to advance the programme.
	Informal discussions with other landowners-update/aspirations		Informal discussions with other landowners - update/aspirations.
	Formally approached Greenstone and Landsdale via TPB to acquire land for stormwater basin.		

PROGRAMME HIGHLIGHTS

Detailed design almost completed for stormwater management solution.

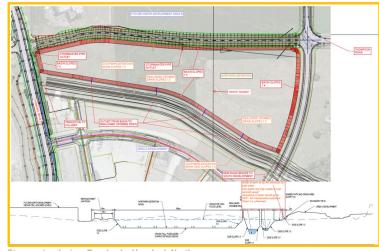
RISKS AND OPPORTUNITIES

Risk is that not all the land is able to be secured in time to construct the stormwater management area for this construction season.

KEY DATES

Date	Event
October 2025	Commence construction of SMA.
October 2025	Commence roading and 3 Waters upgrades to Romanes Drive.

PHOTO/GRAPHICS



Stormwater design, Brookvale, Havelock North

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IONA/MIDDLE ROAD, HAVELOCK NORTH

SUMMARY OF ACTIVITY

Land at Iona has been rezoned for residential development with some 55 hectares available. CDL Land NZ Limited who owns most of the rezoned area is in the process of converting the land to enable residential homes. Once complete the Iona area is anticipated to yield in the order of 350 homes. The addition of new public reticulated services including water, wastewater, and stormwater, as well as improvements to portions of Middle Road and Iona Road will also be required. Stage 1 under construction and preparation for Stage 2 underway.

KEY PROGRAI	MME OUTCOMES 🔼 🗓 🗹				
Metrics	Current Quarter 4 (2024/25)	er 4 (2024/25) Previous Q3 (2024/25)			
Timeline	On track.	~	On track for completion of all works by the end of 2026.		
Budget	On track.	~	On track.		
Quality	On track.	~	On track.		
Resource	On track.	~	On track.		
Stakeholders	Ongoing communications with Developer and residents to continue for the length of the project.	~	Ongoing communications with Developer and residents to continue for the length of the project.		

PROGRAMME HIGHLIGHTS

Works comntinue to focus on the 600 - 1340m section of Middle Road, realignment of Iona Road and Gilpin Road intersection realignment, again focusing on the installation of new 3 Waters infrastructure and new road build. Works continue to progress at pace.

Initial home construction has now commenced on site.

RISKS AND OPPORTUNITIES

The need for ongoing management of public communications as the project progress to ensure the public remains fully informed, particularly around road closures and reopening dates and durations.

Ongoing monitoring and management of traffic detour routes and road upkeep.

Management of potential implications of the impending winter construction season if wetter than usual.

UPCOMING KEY DATES

Date	Event
August 2025	Middle Road chainage 600 to 1060/Gilpin Road intersection.
December 2025	Middle Road chainage 1060 to 1340.
December 2026	Iona Road.

PHOTO





Middle Road 600 to 1060 chainage

Gilpin Intersection Improvement

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HOWARD STREET, PARKVALE, HASTINGS

SUMMARY OF ACTIVITY

The development of the Howard Street residential zone creates the potential for 400 new homes to be constructed on the 18+ hectares adjacent to Parkvale School on Howard Street backing onto Havelock Road. Council works are nearing completion to install water, wastewater, stormwater and roading infrastructure to service the area. Construction of several homes has commenced with completion of the initial houses expected starting this spring.

KEY PROGRAMME OUTCOMES | | |

Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Physical works are complete.	~	Physical works are complete.
Budget	Remaining land compensation costs expected to be resolved in quarter 4.		Remaining land compensation costs expected to be resolved in quarter 4.
Quality	On track.	~	On track.
Resource	On track.	~	On track.
Stakeholders	Officers working with developers to advance further activity.	~	Officers working with developers to advance further activity.

PROGRAMME HIGHLIGHTS

Physical works are complete for the project. Development activity continues at pace with resource consent granted for 83 homes so far and residents already occupying new homes. The only remaining issue is an outstanding challenge to compensation amount received as part of the land acquisition process with a decision expected in the second half of 2025.

RISKS AND OPPORTUNITIES

Pending challenge to compensation amount received as part of the land acquisition process with a decision to be made the second half of 2025.

Continuing to monitor capacity uptake within the area, thereby ensuring density targets are achieved within the zone.

KEY DATES

Date	Event
Quarter 4 2024/25	Hearing on outstanding compensation issue.
Quarter 4 2024/25	Street sign unveiling.

PHOTO



Howard Street, Parkvale, Hastings

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CITY CENTRE STRATEGY

SUMMARY OF ACTIVITY

The Hastings City Centre Strategy was developed in 2012/13, adopted in 2012/13, and is currently being reviewed after 10 years. It is the current operative strategy for the Hastings CBD and is given effect to via many other documents and plans, including but not limited to the Hastings Public Spaces Revitalisation Plan and the Hastings District Plan. The outcome of the review will be an updated Action Plan of projects for the city centre for the next 10 years.

KEY PROGRAMME	OUTCOMES	×	!	~
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Metrics	Current Quarter 4 (2024/25)	Previous Q3 (2024/25)	
Timeline	Draft document in final development.	~	Draft document in final development.
Quality	Good project management and engagement.	~	Good project management and engagement.
Resource	Well-resourced.	~	Well-resourced.
Stakeholders	-		-

PROGRAMME HIGHLIGHTS

A draft 10 Year Action Plan brochure has been developed to add to the original strategy, this is close to being finalised.

RISKS AND OPPORTUNITIES

Current funding constraints mean some actions identified are not able to be delivered within the next 10 years.

To ensure identified projects/actions which have not been funded at this time are not lost, all projects will be included in the final 10 Year Action Plan document.

KEY DATES

It is intended that the 10 Year Action Plan document will be in the next quarter.



DISTRICT PLAN REVIEW

SUMMARY OF ACTIVITY

The Hastings City District Plan was recently made fully operative and controls all land use activities across the district through a framework of consenting processed and compliance services. Due to the nature of District Plan timeframes, Council has decided to continuously review its plan.

KEY PROGRAI	MME OUTCOMES 🔼 📙 🗹			
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)	
Timeline	Maintain an up-to-date District Plan at all times.	~	Maintain an up-to-date District Plan at all times.	
Budget	Meeting budgetary requirements.	~	Meeting budgetary requirements.	
Quality	Meets ePlan standards established under the National Planning Standards.	<u> </u>	Meets ePlan standards established under the National Planning Standards.	
Resource	Working collaboratively across Council to review changes to national direction and formulate a submission for Council approval.	<u> </u>	Working with Tamatea Pōkai Whenua to progress the Wāhi Taonga sites of significance to Māori project.	
Stakeholders	Working closely with Napier City Council, Hawke's Bay Regional Council and Post-Settlement Governance Entities (PSGE's) to assist and inform the Joint Committee and Partner Councils in their decision making to adopt the FDS.	V	Working closely with Napier City Council, Hawke's Bay Regional Council and Post- Settlement Governance Entities (PSGE's) to consider submissions on the FDS and prepare a recommendation report to assist the hearings panel.	

PROGRAMME HIGHLIGHTS

Agreement signed with Tamatea Pōkai Whenua to facilitate and progress the identification and mapping of wāhi taonga and sites of significance to Māori within their Heretaunga takiwà.

RISKS AND OPPORTUNITIES

There is a potential risk that the timeframe for the adoption of the FDS will not be met. There may also be implications in not adopting a consistent FDS for the Region.

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CONSENTS

RESOURCE CONSENTS

CONSENTS FROM 01/04/2025 – 30/06/2025 A					
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)		
Total resource consents received	116		98		
Total resource consents granted	114		90		
Percentage processed within 20 working days	98%	•	100%		
Percentage of applications that received s92 (RFIs)	25%	•	27%		

BUILDING CONSENTS

Building Control	Current Qu (2)	iarter 4 024/25)	Previous Q3 (2024/25)
Amendments issued	89		78
Amendments over time	3		0
Amendments % compliance	97%	•	100%
CCC issued	283	•	347
CCC over time	10	•	14
CCC % compliance	96%	=	96%
BC granted	281		234
BC over time	5		2
BC % compliance	98%	•	99%
Value of building works	\$86,583,13 8		\$59,987,316
BC accepted	282		235

NOTABLE CONSENTS

Address	Туре	Value (\$million)
Flaxmere	Woolworths	\$14.0
Hastings Hospital	Radiology	\$7.0
Raukawa Road	New chicken sheds	\$1.5
Flaxmere	Senior Housing (eight units)	\$1.8
Havelock North	Iona College Administration	\$4.2
Havelock North	Quest Hotel	\$8.5
Clive	Multi-units (twelve)	\$2.5
Longlands Road	Coolstore	\$3.9
Flaxmere	Senior Housing (eight units)	\$2.1
Peakviews Retirement Village	10 units	\$4.5
Flaxmere	Te Kura Kaupapa Maori upgrade	\$2.5

COMMUNITIES ARE SAFE AND RESILIENT				
Future Aspirations	Future Target 2024/25	Currei (202	nt Q4 (4/25)	Previous Q3 (2024/25)
% of dog registrations of known dogs	98.0%	97.1%	NC	97.1%
% release of impounded dogs suitable for release	100.0%	33%	•	77.0%
% overall release rate of impounded dogs	80.0%	63.8%	•	65.0%
Number of afterhours compliance operations on licensed premises per year	5	4	•	8

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BUILDING UNIT REVIEW

SUMMARY OF ACTIVITY

The key objective for the Building Unit is for the team to be a high performing regulator that provides quality service through ensuring regulatory compliance, excellent customer service and being financially sound.

KEY PERFORMANCE OUTCOM		

Metrics	Current Quarter 3 (2024/25)	Due By
Leadership and Planning:	~	
Business Plan	~	December 2024
KPI"s / Objectives / Performance	~	December 2024
Development – Senior staff	~	December 2024
Regular All Team Meetings	~	December 2024
Risk Based Consenting / Peer Reviews	~	June 2025
Risk Register	~	December 2024
Customer Delivery / Service:	~	
Inspections	~	December 2024
Monitoring Targets / Dashboard	~	December 2024
Customer Experience, Survey, Complaints, etc	~	December 2024
Frequency of Bulletins	~	June 2025
Pre-Application Process	~	June 2025
Collaboration with other Councils	~	June 2025
Financial Performance:	<u>~</u>	
TLA Statutory Functions (3)	~	December 2024
Flood Modelling	~	June 2025

PROGRAMME HIGHLIGHTS

Leadership and Planning:

- Most of the recommendations for Leadership and Planning have now been successfully implemented. This work focused heavily on staff performance, development, and engagement. As a result, there has been a clear improvement in the building team's performance. This is reflected not only in key metrics but also in stronger staff morale, improved collaboration, and greater accountability across the team
- There is a strong focus on reviewing the previous business plan and rewriting it for 2025/26 to reflect the current and future goals of the business unit. The updated plan will take into account both the present environment and future opportunities and will be finalised in August 2025.

Customer Delivery/Service:

- Customer service has remained a key focus for the Building Unit, with ongoing efforts to identify new ways to enhance the overall customer experience.
- The Building Unit Customer Survey has been completed and will by presented by Jim Palmer at the Performance & Monitoring Committee meeting on 24 July 2025.

Financial Performance:

There are limitations in terms of meeting the recommendations due to the financial team having other commitments across Council.

RISKS AND OPPORTUNITIES

Risk is a sudden increase in consent numbers. This has been mitigated by maintaining regular communication and ensuring the availability of external contractors, if need be.

ADDITIONAL COMMENTS

Our aim is to ensure these recommendations are maintained and continuous improvement will be a focus.

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Programme Clive Memorial Pools					Flaxme	re Po	ools	
	Curre Quarte (2024/2	r 4	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)	Curre Quarte (2024/	r 4	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Learn to Swim	3,520	▼	3,950	3,400	2,340	•	2,349	2,130
Other Booking and Events	4,889	•	1,162	4,375	2,983	•	14,654	7,180
General Public	6,732	•	6,926	5,709	1,522	•	4,410	2,581
Total	15,141	\blacktriangle	12,038	13,484	6,845	•	21,413	11,891

VISITORS PER QUARTER A	▼				
Programme	Programme Havelock North Village Pools				
	Current Quarter (2024/2		Previous Q3 (2024/25)	Previous Year Q4 (2023/24)	
Other Bookings and Events	Closed	-	7,079	Closed	
General Public	Closed	-	8,588	Closed	
Total	Closed	-	15,667	Closed	

PROGRAMME HIGHLIGHTS

With the seasonal shift from summer to winter activities in quarter 4, Havelock North Village seasonal pool was closed for this quarter and will re-open for the summer season in November 2025.

Canoe Polo Hawke's Bay returned to Clive War Memorial Pool for Term 2 and have significantly contributed to the increase in booking and overall visitor numbers for the quarter.

Flaxmere Pool was closed for six weeks for planned maintenance, painting of the pool and surrounding areas, the 'refresh' works are now completed. Due to longer than anticipated paint drying times given the cooler weather, the closure was extended by two weeks, significantly impacting on bookings, events, and visitation numbers.

Both the toddler and main pool have been repainted, signage throughout the facility has been refreshed and replaced incorporating bi-lingual wording, the storage cages have new wraps with images of local Flaxmere recreational spots including the skate park and basketball courts at Flaxmere park. The grandstand signs, entrance steps and seating area were replaced with new signage depicting the progression levels within the Learn to Swim Programme.

RISKS AND OPPORTUNITIES

Planning for the replacement of the heating at the Havelock North Village Pools is well underway with the works plan confirmed. Excel is the contractor carrying out the works, electrical supply upgrade works are completed. Next phase will be to install the new plant on-site with works due to start at the end of July 2025.

Flaxmere Pool HVAC design and planning underway, commissioning to be completed.

Concerns with the Flaxmere Pool painting work have been raised due to the paint peeling in both the main pool and toddler pool. Officers are monitoring the patches and are feeding back to the Asset Management team. Officers and contractors are due to meet to formalise a monitoring plan and discuss the required remedial action.

The ROI for potential future uses of the Frimley Pools Complex closes early July 2025. Officers will be assessing the submissions and planning next steps.

KEY DATES

Date	Event
7 April 2025	Flaxmere Pool closed for planned maintenance.
19 May 2025	Flaxmere Pool re-opened.
30 June 2025	Flaxmere Pool closed for two hours for unplanned power outage.

PHOTOS





Flaxmere Pool new signage and paint work

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SPLASH PLANET

KEY PROGRAMME OUTCOMES ▲▼

Metrics	Current Year Quarter 4 (2024/25)		Previous Year Q4 (2023/24)
Total visits	Closed -	42,738	Closed
Visits through bookings and events	Closed -	2,717	Closed
Active resident memberships	Closed -	1,708	Closed

PROGRAMME HIGHLIGHTS

A paper was taken to Council on 26 June 2025 to propose changes to Splash Planet operations for the coming season. Council endorsed the following changes:

- That the summer season be reduced from 12 full weeks and seven weekends to four weekends, eight full weeks and then another four weekends.
- The opening times move by 30 minutes to 10.00am 6.00pm except on "Schools' week".
- That following the 2025/26 summer season a 'Destination Playground' service be introduced for the period of the off season utilising the 'dry' attractions at the park.
- That park services be made available for bookings and events wherever feasible.

Planning for a renewal and upgrade of the Tiny Town and Mini Golf areas of the park is underway. The scope of the project is to ensure that the assets in these areas that hold nostalgic value are repaired to maximise their life while introducing new features that add to the visitor experience should any of the older assets become unmaintainable. Officers have engaged with students from Karamū High School and local businesses to assist with the redesign of the Tiny Town buildings. Over the next quarter the design work will be brought to life, and the project will be publicised.

RISKS AND OPPORTUNITIES

The changes to park operation endorsed by Council present an opportunity to improve park efficiencies as well as diversify services provided at Splash Planet. As a new offering, there is some risk associated to the changes and therefore the proposal is to trial the new operations leading up to LTP 2027.

The Tiny Town and Mini Golf works are underway, however, there is some pressure on timeframes to complete the project prior to opening the park. It is likely that some finishing works may not be completed until after the opening date, 15 November 2025, due to leadint times for some equipment manufactured overseas. This should not negatively impact visitor experience.

KEY DATES

Date	Event
26 June 2025	Paper to Council - Splash Planet - Options for Improvements and Operational changes for 2025/26 Season.

GRAPHICS



Council presentation cover page

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HASTINGS SPORTS CENTRE (HSC)

KEY PROGRAMME OUTCOMES ▲▼

Metrics	Current Quarter 4	Previous Q3	Previous Year Q4
	(2024/25)	(2024/25)	(2023/24)
Visitor Numbers	31,542	22,167	57,201

PROGRAMME HIGHLIGHTS

Tumbling Tot

Collaborations with the community included Road Safe Hawke's Bay visiting Tumbling Tots sessions on 4 and 5 June 2025 which saw 23 car seat checks conducted. The team from Road Safe Hawke's Bay were thrilled with the number of whānau opting to check their car seats and this event will now be held each term. International Day of Play was celebrated on 11 June 2025 with an extended two-hour session offered focusing on bubbles and chalk. A koha of both bubbles and chalk was received from Sport Hawke's Bay.

Feedback on the session was received from a parent:

"Thanks very much for extending the session to celebrate the International Day of Play. Bonnie is gaining a lot of confidence in her body by using all the stimulus and watching the other kids. I appreciate all the work you all put in to make it a special place for tamariki."

Matariki was also celebrated at the sessions held 18 and 19 June 2025 with waiata, action songs and Matariki themed activities.

Nineteen public sessions were held this quarter, with 609 children attending with their whānau, 11 private sessions were facilitated by Early Childhood Centres (ECE's) with 274 children attending.

Inclusive Active Movement Programme (IAM)

Six sessions were held this quarter, with 39 children attending. Term 2 feedback received from both staff and students

taff feedback:

"Expertly presented and explained, a great variety of activities and time on each, well thought."

"Excellent! Fun and always encouraging"

Student voice:

"Super excited to try new things."

Fundamental Skills Programme (FSP)

Six sessions held over six weeks with 120 children attending from five local schools.

Student feedback:

"Brain gym makes me happy, love being here."

Staff feedback:

"Staff are always friendly and welcoming! Our children always come in happy and excited to see them."

Casual Court Admissions

128 community members utilised the casual court sessions offered at HSC over the quarter, badminton being particularly popular.

Te Waka Tākaroa – Play Trailer

Nine completed bookings, one booking request declined due to unavailability, two bookings cancelled. Bookings were made up of one school, three ECE's and five community organisations. The trailer was utilised for the Matariki celebrations at Waimārama.

Chess

On 9 May 2025, the annual Interschools Intermediate and Secondary Tournament was hosted, which saw 204 students from 26 schools' attend. Another successful tournament held, with positive feedback from schools.

Bookings

The HSC continues to be well utilised for bookings, 243 bookings received for the quarter equating to 592 hours. Bookings of note include Super 8 Badminton, My Walk in Wardrobe and the annual Hawke's Bay Bridge Congress Event.

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KEY DATES

Date	Event
30 April 2025	Tumbling Tots Term 2 starts.
13 May 2025	Bidfood Hawke's Bay Trade Show.
16 May 2025	Fundamental Skills Programme Term 2 starts.
16 May 2025	Inclusive Active Movement (IAM) Programme Term 2 starts.

PHOTOS



Road Safe Hawke's Bay exhibiting at Tumbling Tots in June 2025



My Walk in Wardrobe Sustainable Fashion Market





Super 8 Badminton

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SECURITY TEAMS

KEY PROGRAMME OUTCOMES	•			
Metrics	Quai	rrent rter 4 4/25)	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
CCTV Time Cameras Monitored Target >75.0%	78%	•	84%	80%
CCTV Total numbers	619	NC	Public Space – 281* Internal (facilities) – 338 Total feeds – 619	535
CCTV Down time Target <5.0%	2.0%	NC	2.0%	2.0%

^{*} The public space number includes 23 from Peak properties who have given HDC access to their feeds in the CBD.

PROGRAMME HIGHLIGHTS

Night Security provider Allied Security is now making daily, early morning, visits to the area around Colab Café to help the owner and staff as they manage the impact of the homeless trying to sleep in their seating space.

The new CCTV Installation is now operational opposite the main entrance to the Heretaunga Women's Centre in Russell Street which also covers the adjacent intersection with Eastbourne Street.

The Security Manager met with NZSIS Community Engagement staff to discuss general risks around foreign interference at a local level. Potential for NZSIS to return after the election and speak with the new Council. An aid for Lead team and Elected members has been produced from the information provided by NZSIS.

After carrying some vacancies across the security teams for an extended period, the financial year finishes with all teams now back at full strength.

RISKS AND OPPORTUNITIES

Homelessness related issues continue to drive demand. Whilst there have been some improvements in the Stortford Lodge area, that is mainly on the basis that some of the activity has moved closer into the CBD. Heretaunga Street West in general terms, remains an area where there is a fair amount of activity. Recent rise in activity in the Flaxmere Village.

CCTV have been having initial discussions with Police around the Safer Cities vGRID platform that has the potential to allow greater access to the CCTV network. There are opportunities to streamline footage requests so they can be handled electronically in a more secure environment. There is also potential for Police to be able to mirror a live view of the camera feeds in emergency situations to aid their response. Further investigation is required and is ongoing.

Conflict resolution training held in the Council Chambers in June 2025 identified some gaps in the security available to elected members and staff who may be attending public meetings in that space. Work has commenced to look at options available to mitigate potential risks.

PHOTO



Image from the new CCTV camera at Heretaunga Women's Centre

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SENIOR HOUSING

SUMMARY OF ACTIVITY

It is a function of Council to provide housing for older persons with limited financial means. HDC has been providing senior housing for over 60 years. HDC owns and manages 220 units across nine sites in Hastings City, Havelock North and Flaxmere. Day-to-day tenancy management is provided under contract by Te Taiwhenua o Heretaunga (TToH), and all works are within the legislative framework of the Residential Tenancies Act (RTA) 1986.

(EY	PROGRAMM	IE OUTCOMES	$\blacksquare \blacksquare$
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Metrics	Current (2024/2		Previous Q3 (2024/25)	Previous Year Q3 (2023/24)
People on waitlist.	134	\blacktriangle	133	135
Outstanding debt varies from week to week dependent on payment runs of MSD and how they align with rent payment dates.	\$8,565.00	A	\$4,246.22	\$3,971.00
Uninhabited units undergoing maintenance / renewal (all with new tenants allocated).	7	•	10	18

PROGRAMME HIGHLIGHTS

As of 1 July 2025, the operational services will be back in-house and the handover and transition is going smoothly. Two Senior Housing Connectors have been appointed to the new team, one being a former contracted employee of Te Taiwhenua o Heretaunga (TToH) and the other from the Voluntary Buyout Office team. The tenants have been made aware of the change two months prior and received the news well, especially knowing that one of the tenancy managers will be a familiar face.

The bi-monthly newsletter which started in February 2025 is popular with the tenants. It shares relevant information, ongoing activities in the neighbourhood, reminders and features a new resident's profile, tips, recipes and much more.

A signage refresh for each village has been completed. It comes with its own unique icon, making them identifiable and giving each community a distinct identity. The new branding style is yellow, ensuring they are more noticeable and easier to locate.

Re-roofing for Cambridge Court started in June 2025 and will be carried out in tranches with estimated completion in March 2026.

NEW DEVELOPMENT – TE PĀ HARAKEKE

Work is underway and following the planned timeline. Staff are working on the criteria, eligibility and rent policy for this new stock, which will be brought to Council for consideration in September 2025.

RISKS AND OPPORTUNITIES

The annual Rent Review for existing stock is underway and is expected to be brought to Council for consideration in September 2025. Any increase would not take effect until January 2026.

KEY DATES - UPCOMING

Date	Details
October 2025	Te Pā Harakeke applications open.

PHOTOS





Two examples of the new signage refresh project

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COMMUNITY DEVELOPMENT

SUMMARY OF ACTIVITY

The Great Communities Strategy gives effect to two of Council's community outcomes for our district – a safe and inclusive place and a vibrant place to live, play and visit. Community Planning provides a framework to enable communities along with responses to prioritised challenges and opportunities.

KEY PROGRAMME OUTCOMES	7		
Metrics	Current Quarter 4 (2024/25)	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
New Community Plans underway or endorsed	1 =	1	1
Community Engagement Meetings	68	34	23
Multicultural Community Events	4	2	4

PROGRAMME HIGHLIGHTS

The 2025/2026 Single-year Community Grants have been allocated. This year, 81 applications were received, requesting a total of \$824,793.39. \$185,000 was approved across 51 applications.

At the Stortford Lodge Homeless Whānau hui held on 28 April 2025 a decision was made to substitute the meeting with a six-weekly newsletter, the first of which was issued by email on 10 June 2025 and received favorable feedback. A Stortford Lodge Community Get Together (BBQ) occurred under the Neighbourhood Support banner on 24 May 2025, and another will be organised in the area for 25 July 2025.

The Disability Reference Group made a verbal submission to the Regional Transport Plan Hearing Committee, which received good feedback. It influenced discussions on policy training for all bus drivers and staff on people with disabilities and mobility customers.

In the Welcoming Communities space, a new initiative that recognises and celebrates the language skills within Council's teams, led to language badges for front-facing staff. Each badge features a flag representing the language spoken, helping the community identify staff who can support them in their preferred language. The languages are Khmer, Punjabi, Hindi, Samoan, Tagalog, Thai, Italian, Tuvalu, Tokelau, Vietnamese, Mandarin, Bahasa Malaysia, Indonesian, Tamil, French and Spanish.

The Newcomers' Guide is undergoing its final proof reading and will be ready for distribution in August 2025. A soft launch will be organised and coordinated by the Citizen's Advice Bureau.

The Mayoral Welcome for International Students, on 9 April 2025, was a collaborative initiative involving Learning Hawke's Bay, Welcoming Communities, Napier City Council, and Hastings District Council, with sponsorship support from The Food Company. Over 200 international students from local secondary schools and Eastern Institute of Technology (EIT) participated in celebrating the region's commitment to global education and cultural exchange.

Two flag raising ceremonies have been held in conjunction with the Pacific Language Week – Rotuma and Samoan.

Currently working with the Poukawa3030 community who presented at the last Community Wellbeing subcommittee meeting requesting Council's support to create a Poukawa3030 Community Plan. This plan will reflect the views and aspirations of everyone in the valley which include, residents, mana whenua (including Kahurānaki, Pukehou and Te Whatuiāpiti), local landowners, farmers, lifestyle block owners, community groups, school, local hall committee and other relevant agencies. The first community engagement was held at the Te Hauke Matariki event held on 20 June 2025 and was well received.

Working closely with Connect Community Trust, Anglican Care Waiapu, NZ Police and Farming House to address anti-social behaviour in the surrounding area of Kuhu Mai. A pocket park is currently under development at the St. Andrews Hall car park to create a functional space and a mini garden for users of Kuhu Mai's services to access.

RISK AND OPPORTUNITIES

The Welcoming Communities Coordinator role ceased in June 2025 due to funding finishing. Some priorities have been absorbed by the Community Connector team and there are ongoing discussions with the Hawke's Bay Settlement Forum and other partners to lead in some other priority areas previously held by the Welcoming Communities Coordinator.

Community Development will continue to support the Flag Raising and Pacific Language Week which involves Libraries and MarComms teams.

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KEY DATES

RET DATES	
Date	Details
7 July 2025	Kiribati Flag Raising Pacific Language Week.
9 July 2025	Cape Coast Community Group meeting.
10 July 2025	Hawkes Bay Settlement Forum.
11 July 2025	Disability Reference Group meeting.
13 July 2025	Puketapu South 101 Hub Training.
19 July 2025	Waipatu Marae Resilience Planning Workshop
21 July 2025	Multicultural Advisory Group meeting.
21 July 2025	Te Põhue Resilience Training.
27 July 2025	Vanuatu Bislama Pacific Language Week.
4 August 2025	Cook Island Flag Raising Pacific Language Week.
17 August 2025	Upper and Lower Dartmoor Resilience Training.
17 August 2025	Tonga Flag Raising Pacific Language Week.
19 August 2025	Community Emergency Hub Leads Hui.
23 August 2025 (TBC)	Puketapu Bridge Opening.
7 September 2025	Papua New Guinea Pidgin Flag Raising Pacific Language Week.
September 2025 (TBC)	Tuvalu Flag Raising Pacific Language Week

PHOTOS



Customer Services staff wearing their respective language spoken flag badges



The Mayoral welcome for International Students

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COMMUNITY HUBS

OVERVIEW

The Community Connectors play a key role supporting the Risk Team with engagement, relationship management, liaison and resilience training for the community emergency hubs. The team continuously maintains these key relationships successfully.

A total of 68 community engagements took place in this quarter, the busiest for the team, which has been significant.

PROGRAMME HIGHLIGHTS

The team coordinated the collation of submissions from the Community Emergency Hub Leads on the proposed Emergency Management Bill. The Community Emergency Hub Leads were grateful with the support and how quickly staff were able to consolidate it.

Collaborating with the Connector who is part of the Disability Reference Group, the Senior Emergency Management Officer from the Wellington Region Emergency Management Office presented the Disability Inclusive Planning Project at the Community Emergency Hub Leads Hui which created an awareness on the importance of accessibility to civil defence centres, emergency hubs or community led centres.

The team continue to support other business units within Council with the planning and organising of community engagements/meetings, ensuring continuous support is provided with bridge and roading maintenance/openings.

At the last Community Emergency Hub Leads Hui on 24 June 2025, all the leads complimented Council, specifically the Connectors for a job well done, for the undying support, friendship and for the constant check-ins. There were times when a few leads almost gave up but with the persistence, respect and trust the Connectors provided, the resilience work was achieved and completed.

The video clips of a few of the fully functional hubs have been shared at the last three meetings and it has positively impacted the group and showcased the diversity and uniqueness of each community. The group invited their counterparts to attend the Open Days at their respective hubs to create a wider awareness and understanding.

With a specific Connector working closely with marae, discussions around resilience and the importance of preparedness are at the forefront. The relationships continue to evolve and grow which has enabled resilience discussions and plans to create Community Resilience Plans moving forward.

RISKS AND OPPORTUNITIES

The main concerns raised by the Hub Leads are insurance for all items that are stored in their containers or halls, funding to ensure sustainability and succession planning to enable current leads to step back and allow fresh minds to step in and future proofing their hubs to ensure relevance and reliability.

Should a Connector leave Council, it will take a long time to rebuild these relationships. These relationships have taken a long time to be built specifically after the effects of Cyclone Gabrielle had on our community and for some, it still is. The risk is being mitigated by having more than one Connector assigned to each community.

ADDITIONAL COMMENTS

ADDITIONAL COMMENTO		
Phase/Step	Communities completed	Communities scheduled or in progress
Community Resilience Planning Workshop (previously called Carousel)	16	2
Community Resilience Plan	12	6
Community Emergency Hub Guide	11	8
Community Emergency Hub training	17	2
Delivery of Civil Defence Wheelie Bin and Hub Kit	33 each	4 wheelie bins and 6 hub kits
Community Emergency Hub Open Day	2	0

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NEIGHBOURHOOD SUPPORT

SUMMARY OF ACTIVITY

Neighbourhood Support (NHS) is a nationwide community-led movement that brings people and neighbourhoods together to create safe, resilient, and connected communities of which HDC has committed to with having a dedicated Community Connector working in this capacity.

KEY PROGRAMME OUTCOMES	▼			
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Community Events	6	\blacksquare	8	6
NHS Group Community meetings	7	•	10	9
Urban Group total numbers	3,590	\blacktriangle	3,578	3,554
Rural Group total numbers	160		148	124
Development of new groups	16	•	24	14

PROGRAMME HIGHLIGHTS

The Flaxmere Community Day celebration was a valuable event for Neighbourhood Support as was a great opportunity to push the initiative forward with six residents signing up.

A Stortford Lodge Community Get Together (BBQ) was arranged for 24 May 2025, wherein 25 residents gathered at the Stortford Lodge Social Club car park. Good feedback was received, and it was great to have representatives from the New Zealand Police, City Assist and Stortford Lodge Social Club join the HDC Councillors and HDC Ambassador Henare O'Keefe at the event. Six residents signed up to Neighbourhood Support and due to an overwhelming request to have another BBQ community event, another one is planned for 26 July 2025 along Davis Street.

Neighbourhood Support was part of the wider Connectors and Risk team at the Havelock North Community Open Day. Most emergency services were on site to share information and answer questions.

Currently working with residents from Frimley, Raureka, Mayfair and Akina to create groups and to combine a few of them. A combined street meet is planned for October 2025.

Working closely with NZ Comm Base software to transition the Neighbourhood Support database to NZ Gets Ready through a grant received from Lotteries for two years at \$18,500 per annum.

RISK AND OPPORTUNITIES

From a national level there are concerns with membership due to volunteers retiring and no one stepping up, overall cost of sustaining, lack of sponsorship and funding. Speculation that some may close unless managed by head office. A project team is looking at how best to support these regions from a national viewpoint.

There is a request from various agencies to re-start the "Street by Street" initiative which was a hit pre Covid-19. This is a great opportunity to raise awareness on crime prevention, injury prevention, safety at home and on the streets and roads.

РНОТО



Stortford Lodge Community Get Together (BBQ) on 24 May 2025

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HASTINGS ART GALLERY / TE WHARE TOI O HERETAUNGA

KEY PROGRAMME OUTCOMES ▲▼ **Current Quarter 4** Previous Year Q4 Previous Q3 Metrics (2024/25)(2024/25)(2023/24) Visitor numbers 4.329 5.136 6,523 Student and public 1.826 556 1.318 programmes attendance Public programmes 15 12 New exhibitions 3 2 Overall visitor satisfaction Satisfied Very Satisfied Satisfied

PROGRAMME HIGHLIGHTS

In April 2025, the Gallery opened the exhibition *What thrives on these soils*, featuring a multi-generational group of six artists who explore the legacies of agriculture in Aotearoa New Zealand.

During May 2025, the Gallery opened solo exhibitions by Vanessa Arthur and Yasmin Dubrow, two up-and-coming Heretaunga Hastings artists – their work spans jewellery, painting, weaving, origami, and installation.

The paving project has been completed and has significantly upgraded the Civic Square and pou, however the project did impact daily visitation, school bookings and attendance at exhibition events with three extra days of closure.

Visitor Feedback:

On Jimmy Ma'ia'i, 'What thrives on these soils':

"It took me far longer than it should have for me to realise what I was looking at was the material from a high visibility jacket! It's so inventive and interesting to see it used in an artwork. Great to make a point of these everyday things we take for granted."

On Yuki Kihara, 'What thrives on these soils':

"They're amazing works to see in person with their special 3D printing technique. Fantastic to have this calibre of work sharing the stories of Hawke's Bay."

On Vanessa Arthur, 'Wonder Goggles':

"I just want to be able to put the glasses on and look around the wonderful world she's created for me, so amazing"

RISK AND OPPORTUNITIES

New CCTV cameras and Civic Square works has made a noticeable influence on staff health, safety and wellbeing as well as the extra maintenance around the re-opening event meaning less homeless community impact.

Reduction in service from seven to five days continues to impact community access and visitation.

Early Learning Centre funding contract has been extended by the Ministry of Education for another year at \$42,000 now running until December 2026.

ADDITIONAL COMMENTS

Continuous feedback from visitors on the high value experience at no cost, especially from families, who appreciate the changing, high-quality, and bespoke programmes offered by the gallery and the genuine learning and enrichment they provide.

Front of house staff have reported a great sense of fulfilment and increased business during the holiday programmes and school visits. This feedback emphasises the importance of community engagement initiatives in contributing to both the cultural development of visitors and the success of the gallery.

PHOTOS



Opening of 'Wonder Goggles' Photo by Max Bull-Crossan



Opening of 'What thrives on these soils' Photo by Max Bull-Crossan.

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HASTINGS DISTRICT LIBRARIES

KEY PROGRAMME OUTCOMES ▲ ▼				
Metrics		rter 4 4/25)	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Physical visitors to facilities	114,369		111,739	115,351
Virtual visits	176,475		175,142	189,714
Collection issues	122,977	\blacksquare	124,540	134,980
Online resources accessed	28,146	▼	42,168	24,737
Internet sessions on public PCs	8,983	▼	9,503	10,401
Wi-fi sessions	14,945	▼	15,734	14,483
Events and activities (physical and virtual)	163		103	142
Attendees to events and activities (physical and virtual)	2,566		1,547	2,292
Space and room bookings	495	\blacktriangle	430	384
Engagement opportunities	68		27	43
Skinny and Ciena Jump modems issued	33	\blacksquare	56	81

PROGRAMME HIGHLIGHTS

Ten different events were hosted across library branches during the autumn school holidays, activating the period around Easter and ANZAC Day. Highlights included a teen creative writing workshop with Jo Morris, which proved so popular that an additional session is planned for later in the year. Donovan Bixley captivated audiences with a talk about his artistic journey and led an illustration workshop. A special Story Time event was held with author Tim Saunders, and libraries collaborated with the Hawke's Bay Regional Council (HBRC) to deliver multiple "green games" sessions across various sites.

The *Play, Learn, Connect* pop-up play event series launched this quarter, with five sessions scheduled throughout the year. These events are facilitated by library staff or local play-based education experts and are designed to support whānau with young children in exploring the benefits of play-based learning in a safe and welcoming environment. Two sessions have been held so far: one focused on heuristic play (highlighting the value of treasure baskets for pēpī), and the other on creative play, delivered in partnership with Little Cubby Spaces. The most recent session attracted approximately 180 attendees.

Nerdvana returned to Hastings Library in early May 2025, celebrating all things nerdy and geeky. Timed to coincide with Free Comic Book Day and May the Fourth (Star Wars Day), this multi-day event series was originally created to bring a comic-con style experience to Hastings. This year's programme featured talks and workshops, escape room puzzles, roleplaying games, and the ever-popular pizza and board games night, run in collaboration with the Geeks Guild. A special highlight was the limited-edition "Geek Box" which included three curated science fiction or fantasy books, snacks, and themed crafts.

May also featured several one-off events in collaboration with local businesses and community groups. The Friends of the Library hosted a well-received talk by New Zealand game developer Dave Frampton, while Wardini Books organised two author talks within library spaces, both of which were very well attended.

The most recent *Late Night Witchcraft Bookbinding Workshop* was a two-part bookbinding session, facilitated Keirunga Book Arts Group. There were 21 highly engaged attendees, with great feedback received. Due to strong interest since the event from those who could not make it, Keirunga Book Arts Group are planning to offer another workshop.

Matariki was celebrated 9 - 29 June 2025 with a wide range of events for all ages. Activities included themed crafts, a special *Rhythm and Rhymes* session, remembrance terrarium making, film screenings, and a Matariki-themed escape room for teens. Celebrations also extended beyond library walls with a StoryWalk titled *The Kai Stars of Matariki: Tupuānuku and Tupuārangi*, which wove its way through Cornwall Park.

RISKS AND OPPORTUNITIES

Library customer-facing technology systems are increasingly unreliable due to outdated hardware and unsupported, undocumented open-source software. The Facilities team will meet with IT to review system needs and initiate a project to address these challenges.

KEY DATES - UPCOMING

Date	Details
June – August 2025	Turn Up the Heat – Adult Reading Challenge.
July 2025	Play Learn Connect – Block Play session.
July 2025	Dads 'N Books launch.

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PHOTOS



Donovan Bixley Workshop



'Witchcraft Book Binding Workshop



Adults 'Cat Person' event



Nerdvana Programm



School holidays activity displa



School holidays Story Time event



Play Learn Connect session

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TOITOI – HAWKE'S BAY ARTS & EVENTS CENTRE

KEY PROGRAMME OUTCOMES ▲▼ Metrics Previous Q3 Previous Year Current Quarter 4 (2024/25) Q4 (2023/24) (2024/25)Commercial events 42 25 33 Community events 32 14 49 82 Total number of events 74 39 11,374 Tickets sold 2,577 6,687 Total attendance including non-ticketed event 18,169 7.280 17,328 attendance (conferences etc) Annual survey satisfaction 99.8% NC 99.8% 98.9%

PROGRAMME HIGHLIGHTS

Kraft Heinz Dare to Fly Programme – Hosted 2024 and 2025 and seeking rebooking for 2026. An annualised event that that yields well financially and exposes Toitoi to Kraft Heinz senior global leaders.

Financial Literacy and Hauora Conference – Hosted for the second time in 2025 and seeking rebooking for 2026.

NZ Institute of Landscape Architects National Conference – Client felt numbers were down due to the challenging financial environment and the groups preference for main centres over regions.

In Other Words – Starring the acclaimed real-life couple Jennifer Ward-Lealand and Michael Hurst, this Toitoi Presents show sold 845 tickets and generated \$13,894 of profit.

Haus of YOLO – Delivered by Aotearoa circus theatre company, The Dust Palace, this Toitoi Presents show sold 458 tickets and generated \$5,304 of profit.

Emmanuel Fonoti-Fuimaono Fundraiser concert – Raised over \$17,000 towards Emmanuel joining the young artists programme at the London Royal Opera House.

KEY DATES – UPCOMING

Date	Details
July 2025	The Gruffalo – Toitoi Presents sold over 2,300 tickets and should generate approx. \$30,000 profit.
July 2025	The Cocktail Party - Hastings Karamu Rotary Club 400pax to raise money for Cranford Hospice.
July 2025	Mr and Mrs Macbeth of Duart Valley Road starring Mark Hadlow and Lara McGregor.
August 2025	Comedy Festival – Laugh Your A** Off featuring Hayley Sproull.
September 2025	Hawke's Bay Wine Auction – 400pax for Cranford Hospice.

RISKS AND OPPORTUNITIES

Conference traffic is heavily focused on new convention centres in the main centres. Wellington (Tākina), Christchurch (Te Pae) and Auckland (NZICC) are aggressively marketing these new venues domestically and internationally, supported by regional tourism organisations who are hosting complex and expensive familiarisation tours for conference organisers.

Catering spend continues to decline. Spend across all bookings has been consistently low with a sustained focus on minimising cost. This can be in the form of much cheaper menu options or reduced menu formats for larger events.

ADDITIONAL COMMENTS

Coltan Wright, Corporate Services, attended the Business Events Industry Tradeshow Meetings alongside HDC's Vicky Roebuck and Hawke's Bay Tourism, Napier Conferences and Events in June 2025. Two early-stage bookings were secured and new relationships with potential for growth were established.

Presenter Services generated \$128,000 of revenue, which was \$34,000 more than the previous year's same quarter. This was predominantly due to Toitoi Presents events which contributed \$25,000 towards this. Ticket sales also increased by 30% on the previous year with a diverse range of events including theatre, music, dance, circus, comedy, schools, youth, and cultural.

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PHOTOS/GRAPHICS



Haus of YOLC



Emmanual Fonoti Fuimaono Fundraiser Concert



NZ Institute of Landscape Architects National Conference

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HAWKE'S BAY MUSEUM RESEARCH & ARCHIVES CENTRE

SUMMARY OF ACTIVITY

The Hawke's Bay Museum Research and Archives Centre project is a regional project between HDC, NCC, Kahungunu and the Hawke's Bay Museums Trust (HBMT). The project will deliver a state of art, fit-for-purpose facility that will house the 90,000-piece regional collection of taonga and artefacts. The facility on the corner of Hastings Street North and Queen Street East, Hastings will transform an existing big box retail building, Briscoes, into two separate but interconnected whares.

The Darkhouse will be the climatically controlled 'vault' where the collection will be housed, and the collection team will undertake the curation of the collection. This space will also include a research and reading area for archivists and researchers to use, a conservation laboratory and a photography laboratory. The second distinct whare, the Lighthouse, is a 390m2 dual storey structure that will accommodate staff offices and amenities and includes a 120m2 suite for hosting groups wanting to engage with elements of the collection.

Both Councils are funding the \$26m project along with significant levels of external funding support from Lotteries NZ and the Ministry for Culture and Heritage. The facility is scheduled to open mid-2025 following an 18-month construction programme and a three-to-four-month relocation programme that will see all 90,000 collection pieces moving from Ahuriri Napier to its new home here in Heretaunga Hastings.

KEY PROGRAMME OU	TCOMES 🔼 📙 🗹			
Metrics	Current Quarter 4 (2024/25)	Previous Q3 (2024/25)		
Budget	On budget.	~	On budget.	~
Programme Delivery	On time.	~	On time.	~
Communications	Tracking.	~	Tracking.	~
Funding	Largely confirmed, exploring naming opportunities.	4	Largely confirmed with HBMT Foundation continuing grant applications.	!

PROGRAMME HIGHLIGHTS

The main construction finished on 15 June 2025. The focus has now moved to installation of the racking and shelving by Hydestor, this is progressing well, and all works are anticipated to be complete by the end of August 2025.

Recent testing confirmed that there was not sufficient water pressure to support the fire suppression system.

Detailed plans and costings for a suitable solution are still being finalised but it is anticipated costs can be achieved within the existing project contingency.

RISKS AND OPPORTUNITIES

As with any construction project, there is the risk of budget overruns. The project budget has a light contingency, but the budget itself is being tightly monitored throughout the construction process.

The project team has been constantly exploring ways and methods to introduce value into the final product by means of buildability and product selections. The Hawke's Bay Museum Foundation had a \$1m fundraising target and have made positive progress, with just over \$750,000 raised and naming rights for specific spaces being explored.

It is however acknowledged that the \$1m target will not be met. To manage this, it has been agreed to ring-fence a portion of the contingency to address the funding shortfall if required. The works required to resolve the water pressure issue have significantly constrained the available budget.

KEY DATES

Date	Details
June 2025	Construction completion.
August 2025	Estimated completion of all racking, shelving and water pressure works.

PHOTO



Hawke's Bay Museum Research & Archives Centre at night

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COMMUNITY CENTRES - FLAXMERE COMMUNITY CENTRE (FCC)

KEY PROGRAMME OUTCOMES — V				
Metrics		rter 4 (4/25)	Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Visitors (programmes and groups)	640*	\blacksquare	5,319	11,433
Gym visitors	N/A	N/A	490	876
Nourished 4 Nil visitors	2.863		2.595	2.820

^{*}Note this statistic only captures FCC programmes and no longer has user group numbers included.

PROGRAMME HIGHLIGHTS

In response to community feedback around access to fresh produce, the centre expanded its community māra with the addition of four new garden beds. Building on this, the centre team partnered with the Hastings District Council's Waste Minimisation team to deliver a composting wānanga in April 2025. The hands-on workshop covered the science behind composting, what materials are needed, and how to create composting systems at home. Two compost bins were also installed beside the māra to support the ongoing sustainability kaupapa.

Two new kaumātua-focused classes have been introduced at the centre this quarter, facilitated by Sport Hawke's Bay. Aimed at those 60+, these classes focus on fall prevention and improving cardiovascular, muscular, and nervous system health and are gentle yet effective for maintaining mobility and independence. Existing programmes such as Tai Chi and Badminton for Seniors continue to run.

Another highlight of the quarter was the free Kōwhaiwhai painting workshops held this term. Over 40 registrations were received within four hours, prompting a cap on numbers and the centre to offer two class times to accommodate demand. The workshops welcomed tamariki, rangatahi, and kaumàtua, creating a rich intergenerational learning environment. Tauira explored the foundations and history of kōwhaiwhai and developed their own unique designs, expressing whakapapa, identity, and connections to te ao Māori through creative expression. The programme was a resounding success and will culminate in a public art exhibition after the school holidays.

Matariki was warmly celebrated at the centre in partnership with Te Aho o Te Kura Pounamu, who brought the Portable Star Dome experience to Flaxmere. A total of 158 tauira and kaiako engaged in this immersive learning opportunity, exploring the stars and stories of Matariki.

The centre also hosted a special Matariki themed community kai. This was a meaningful gathering to honour the Māori New Year and reflect on those who have passed.

RISKS AND OPPORTUNITIES

Following the closure of the FlaXrock Gym in early April 2025, a Request for Interest (ROI) process has been underway. An evaluation has since been completed, and officers are now progressing with the next steps.

KEY DATES

Date	Details
July 2025	Pickleball lessons.
July 2025	Walter's music classes.
July 2025	Sports Hawke's Bay kids cooking classes return to FCC.

PHOTOS



Composting wananga participants





Kowhaiwhai Painting Workshop

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CAMBERLEY COMMUNITY CENTRE (CCC) KEY PROGRAMME OUTCOMES

Metrics	Current Quarter (2024/2		Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Visitors (programmes and groups)	1,977	A	1,654	1,583
Breakfast Club	1,878	A	1,634	1,421
Nourished 4 Nil	2,590	•	2,929	2,841

PROGRAMME HIGHLIGHTS

The autumn school holidays at Camberley Community Centre were filled with arts and crafts activities. A standout activity involved creating Minecraft-style blocks using donated cardboard boxes from Re-Source and tamariki using the blocks to build imaginative structures. The boxes were later recycled and used for Nourished 4 Nil deliveries.

Over the past nine weeks, a Korowai Rōpū was held at the Camberley Community Centre where participants engaged in a hands-on culturally rich experience, that not only supported the development of weaving skill but also encouraged connection, healing and a deeper understanding of whakapapa and tikanga Māori. The programme concluded with a special celebration, where each korowai was blessed, and participants proudly presented their completed garments to classmates and whānau.

KEY DATES - UPCOMING

Date	Details
July 2025	Marae style cooking classes (Wednesdays Term 3).

PHOTOS



April school holiday activities



Korowai Workshop participants



Ітем 8 PAGE 38

WAIAROHA

KEY PROGRAMME OUTCOMES ▲▼				
Metrics		rter 4 24/25)		Previous Year Q4 (2023/24)
Visitors (including self-guided tours, school visits and booked groups)	3,683	A	2,237	2,950
Events	5	•	7	0
Space bookings / venue hire	3	•	6	8

PROGRAMME HIGHLIGHTS

Visitor numbers at Waiaroha typically decline during the cooler months; however, the autumn school holidays saw a noticeable increase in attendance. Two interactive activities were held during this period, along with an Easter themed prize draw for participants.

On 19 June 2025, Waiaroha hosted a vibrant Matariki celebration with approximately 2000 attendees enjoying the free family-friendly event. Highlights included performances by Kahurangi Māori Dance Company, storytelling by Pereri King, face painting, lantern making and a range of interactive arts and craft activities within the Whare Ako. Food trucks were on offer and live music added to the festive atmosphere.

The Waiaroha team has been collaborating with the Ministry of Education (MoE) to develop an educational framework tailored for early childhood education (ECE) centres and Köhanga Reo. As a first step, this work focuses on aligning Waiaroha's educational content with the strands of *Te Whāriki*, New Zealand's early childhood curriculum. The next phase involves identifying specific learning objectives and designing corresponding lesson plans and activities. Once this framework is complete, the team plans to pilot it with selected Köhanga Reo and ECE centres across Heretaunga.

KEY DATES - UPCOMING

Date	Details	
July 2025	School holidays.	

PHOTOS / GRAPHICS





Matariki Celebrations held at Waiaroha







Waiaroha visitors

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YOUTH DEVELOPMENT **ACTIVITIES**

KEY PROGRAMME OUTCOMES A V Metrics Current Quarter 4 Previous Q3 Previous Year Q4 Young people engaged in Flaxmere

640 952 0 vouth activities during term time. Camberley 757 1,021 974 New and updated 2 3 services added to the vouth services database. 1.314 Number of views of youth 1,699 3.327 services databases.

(2024/25)

(2024/25)

PROGRAMME HIGHLIGHTS

Flaxmere Community Centre (FCC)

Term 2 has been a vibrant and productive period at FCC, with a strong focus on creativity, sustainability, cultural celebration, and community-led learning. Highlights of the term include the free Kōwhaiwhai Painting Workshop, the expanded community māra and the Portable Star Dome experience as described under the Flaxmere Community Centre section of this report.

Te Aho o Te Kura Pounamu continues to deliver kaupapa Māori-based programmes in the Youth Space every Tuesday and Wednesday. Their initiatives, including Mana Tane, support rangatahi working towards NCEA in a culturally grounded and supportive environment that suits their learning style.

Rezpect Dance Academy remains a consistent highlight at the centre, with energetic Friday afternoon classes that bring joy and movement to the end of the week — a firm favourite among community members and a testament to the power of positive, youthfocused activities.

FCC remains committed to delivering meaningful, responsive programming that uplifts and connects the community, with Term 2 standing as a proud example of that kaupapa in

Camberley Community Centre (CCC) Sport Hawke's Bay Kids Cooking Classes

During Term 2 the centre in collaboration with Sports Hawke's Bay facilitated cooking classes for tamariki and rangatahi. In these sessions the focus was basic cooking skills, healthy eating habits, and food safety with a hands-on approach.

Youth Week

CCC supported two events over Youth Week, a gaming day of interactive gaming. afternoon of tabletop and digital games showcasing/celebrating upgrades towards the youth cupboard. The event encouraged friendly competition amongst local youth as well as social interactions and teamwork creating a positive environment. Prizes were rewarded through engagement. The second event was a premium movie screening accompanied with pizza and treats. The afternoon encouraged a safe and welcoming environment for social connection and downtime.

Matariki

(2023/24)

To celebrate Matariki, CCC hosted a special event during the holidays for youth to experience a traditional hangi with a modern twist (keg hangi). Youth were involved in the preparation giving time for connection and to foster a sense of belonging.

PHOTOS







CCC Youth week pizza and movie day



Staff, Mark Davis - Head Gardener, TUMU and Direct Earth

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TUIA MENTORING PROGRAMME

SUMMARY OF ACTIVITY

A mentoring programme that involves Mayors selecting young Māori rangatahi from their rohe to mentor on a one-to-one basis, to encourage and enhance leadership skills. The rangatahi are mentored monthly through informal meetings and attend formal occasions that will assist the rangatahi's development as a leader.

PROGRAMME HIGHLIGHTS

Tuia

Teina Kirihiri – 2025 Tuia, has attended monthly mentoring sessions with Mayor Hazlehurst and the Takitimu Ward Councillors. Teina has been active in supporting the Hastings Youth Council and assisted with the delivery of the first cultural competency wananga.

Tenia has been selected as the Rangatahi MP Representative for Te Pāti Māori for Heretaunga.

Rangatahi Wāhine Māori Leadership Group

A newly formed group of rangatahi Māori aged 18 – 30 primarily made up of past and current Tuia based in Heretaunga. This group is dedicated to empowering Māori youth in leadership spaces through connection, solidarity, and shared kaupapa. Through advocacy, collaboration, and whanaungatanga, their aim is to grow confident, connected rangatahi who lead with mana and purpose in Heretaunga.

YOUTH POTENTIAL INDUSTRY TRAINING

SUMMARY OF ACTIVITY

A project that focuses on supporting and upskilling the Youth Services sector by providing training and development to the workforce.

PROGRAMME HIGHLIGHTS

This quarter has provided several different training and professional development opportunities to strengthen the sector and increase the quality of youth work practices.

The Youth Team have partnered with the Wellington Regional Youth Worker Trust to deliver two days of training, Mana Taiohi – Youth Development in Aotearoa and the very popular Ethic in Youth Work workshop.

In June 2025, for the first time, a workshop was held aimed at increasing youth workers understanding for supervision. Facilitated by Rod Baxter, this workshop was blended supervision theory with practical experiences.

Hawke's Bay Youth Workers Collective

Held bi-monthly this collective of Youth Workers across Hawke's Bay aims to support the quality practice of youth work through networking and shared experiences with the aim of ensuring that Hastings has a strong and connected youth sector.

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YOUTH EMPLOYMENT

SUMMARY OF ACTIVITY

Mahi for Youth is a wrap-around support service for Hastings' youth aged between 16 - 24 years old who are looking for support to gain education or employment. There are two Youth Connectors, an Employer Connector, and a Wellbeing Connector who work together to create opportunities for rangatahi. They build relationships with young people, support rangatahi to set and achieve goals, network with employers and other providers, and provide holistic support to young people and their whānau. Connectors create opportunities for employment by building strong relationships with potential employees, as well as local employers in a range of industries. They provide information for young people on job opportunities and provide pastoral care throughout the employment process.

KEY PROGRAMME OUTCOMES A				
Metrics	Current Qu 4 (202		Previous Q3 (2024/25)	Previous Year Q4 (2023/24)
Young people coming into the Mahi for Youth shop	149	•	179	81
Days closed (unplanned)	0		3	7
Youth signed up to the He Poutama Rangatahi Contract	14	•	28	45
Young people put on pathways to other supports. (ie. summer or part-time jobs, email advice, or referrals to other providers)	8	•	17	8

PROGRAMME HIGHLIGHTS

The most celebrated milestone in this quarter is completing contractual numbers for the Ministry of Social Development He Poutama Rangatahi contract. This was reached by the end of February 2025 with a targeted timeframe for 30 June 2025. The programme registered 100 youth entered the programme. And with placement of 70 into either Education (10), Employment (55), or Training (5).

An extension for the programme to continue has also been approved meaning funding is now secured until June 2026, as opposed to December 2025. New targets being 150 entering the service and of those 105 are to be placed and have completed 91 days in either employment, education or training.

RISKS AND OPPORTUNITIES

Businesses seem reluctant to invest in young people as recurring seasonal workers in the current employment market, many skilled candidates are competing for employment.

The sector is experiencing a definite dip in employment opportunities for our youth. Quiet periods across all sectors – retail, hospitality, construction, roading. Major employers in the Hawke's Bay including Watties and Tumu Timbers. Horticulture remains a steady employer for youth and yet reliable transport remains a barrier.

Entry level jobs are increasingly becoming unavailable/unreachable for young people. Many factory and warehousing roles are requiring staff aged at least 18 and over. Roles in other industries that were typically filled by young people are now requiring prior experience, a qualification, and/or a driver's licence. If not, they are requiring difficult shift hours to attend without their own transport. The Mahi for Youth Team have seen an increase in jobs requiring licences that don't seem to be directly related to the tasks and duties of the role — eg for retail roles. Other shift patterns are difficult to commit to, eg four days on and four days off, with constantly changing hours across nights and days.

Increasing employer's reach has been vital to getting our youth at least a chance of an interview. Cold calling, revisiting previous workplaces and searching online opportunities have been daily activities for officers.

Where possible the team encourage youth to look at future study or study and work-based training options and apprenticeships. Collaborating with other services like MSD's Jobs and Skills Hub to move youth through free pre-employment training has also been beneficial.

GRAPHICS





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YOUTH COUNCIL

SUMMARY OF ACTIVITY

Hastings District Council acknowledges the importance of working in collaboration with rangatahi to ensure there is a positive contribution to local government planning and decision making related to their city. The Youth Council is responsible for creating dynamic engagement opportunities for young people to be heard, valued and involved in community activities and local government decisions.

PROGRAMME HIGHLIGHTS

The Hastings Youth Council has remained active, attending community events, advocating on behalf of rangatahi, and contributing to civic life. The Youth Council held four informal meetings, two formal meetings, and had a casual afternoon tea meeting with Mayor Hazlehurst, which provided valuable opportunities to discuss key priorities and recognise the Youth Council's contributions.

Youth Councillors supported Flaxmere Day, connecting with whānau while promoting local developments in a vibrant community setting. Two representatives attended the ANZAC Day Dawn Service to lay a wreath on behalf of Hastings Youth, and during Youth Week, the Council used its social media platforms to promote events and volunteered at the Happy Bay News event at Toitoi. Youth Councillors also proudly took part in the Samoan Flag Raising in Council Chambers, acknowledging and celebrating cultural identity.

During this time, the Youth Council endorsed and submitted three formal advocacy pieces. The submission to Hawke's Bay Regional Council addressed gaps in public transport access for young people, recommending earlier and later bus services, improved infrastructure at stops, and a youth-led promotional approach. The submission on the Joint Local Alcohol Policy raised concerns about reducing licensed venue hours, noting potential safety risks and job losses for youth in hospitality. The third submission, as part of the Havelock North Futures review, called for a more youth-friendly village centre, with safer walking and cycling paths, affordable housing, dedicated youth spaces, sustainability projects, and cultural or creative events.

The Youth Council has led a significant piece of advocacy work by submitting a letter to both central and local government on vaping, following an engagement session with representatives from Te Whatu Ora. The letter highlighted youth concerns about rising vape use, easy accessibility, high retailer density in Hastings, and the government's free vape toolkits, calling for stronger youth-informed regulations.

At a recent formal meeting, the Hastings Youth Council welcomed Chris Proctor, former Chair of the Youth Council, and this year's Tukituki Youth MP. Chris presented his policy proposal on biodiversity credits — a lesser-known but fascinating topic — and engaged with members to gather their feedback and perspectives. The visit was a valuable opportunity for rangatahi to contribute to youth-led policy development and engage in körero around environmental sustainability.

The Youth Council took part in a cultural wānanga where they completed TetraMap Training delivered by two Youth Development officers, a leadership and team-building workshop that helped strengthen connections and self-awareness.

An internal change also occurred, with the Deputy Chair stepping into the Chair role for the remainder of the year, a transition that brought renewed energy and direction. This shift coincided meaningfully with Matariki, where Youth Councillors gathered to refocus and plan, while also attending the rededication of Ngã Pou o Heretaunga at Civic Square and celebrating the Mãori New Year at Waiaroha.

The past quarter has reflected the Youth Council's ongoing commitment to leadership, advocacy, and supporting the voice of rangatahi across the Hastings District in alignment with their long-term plan.

PHOTO



Phaizon Parkes - Chair of Hastings Youth Council

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CEMETERIES

SUMMARY OF ACTIVITY

Council owns and operates four public cemeteries, namely: Hastings' Cemetery, Havelock North Cemetery, Mangaroa Cemetery and Puketapu Cemetery. Hastings' Cemetery also houses the Hawke's Bay Crematorium.

The four cemeteries provide families with various options for interments of bodies and ashes of loved ones that have passed away. The crematorium provides cremation services and the ability to use the adjacent chapel for burial and/or cremation services.

PLOT AVAILABILITY BY CEMETERY ▲▼					
	Body Burial Plots Available				
Cemetery	Current Quar (2024		Previous Q3 (2024/25)		
Hastings	9	•	15		
Havelock North	0	NC	0		
Mangaroa	83	*	90		
	1,150	NC	1,150		
Puketapu	17	•	18		

BURIALS AND CREMATIONS A				
Burial and Cremation Numbers Completed				
Burial Type	Current Quar (2024		Previous Q3 (2024/25)	
Full Burial	34	•	25	
Ash Burial	37	•	44	
Cremations	182	•	204	

PROGRAMME HIGHLIGHTS

Vacancy now for our Cemetery Manager, currently advertising for a replacement.

The Crematorium Committee will monitor potential business impacts as the new private crematorium comes on line during the year.

The Committee also reviewed the crematorium fees to ensure it remains a rates neutral operation.

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PARKS AND BUILDING ASSETS

RESERVE ENHANCEMENTS

Playground Renewal Programme Summary of Activity

Programmed safety surfacing renewal works were successfully completed in the 2024/25 financial year at both Meissner Reserve and Frimley Park. The courts at Haumoana Memorial Park have undergone a surface upgrade, now featuring a half basketball court and two pickleball courts, in addition to the resurfaced tennis and netball courts.

Playground upgrades for Grant Street Reserve and Te Awanga Domain were scheduled for this financial year, with a high level of public engagement informing the design and equipment selection.

Due to delays in play equipment supply, the Grant Street playground is now expected to be completed in August 2025. At Te Awanga, an extended design phase has led to a revised estimated completion timeline of December 2025.

Looking ahead to the 2025/26 financial year, the focus will be on the completion of the Te Awanga playground and the programmed renewal of the playground equipment at Akina Park.

KEY PROGRAMME OUTCOMES X ! V

KEY PROG	RAMME OUTCOMES 🔼 📒 🗹		
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Grant Street Reserve playground scheduled for completion August 2025 (slight delay due to delivery of equipment). Te Awanga Domain playground delayed until 2025/26 FY due to ongoing stakeholder engagement around proposed design. Completed surface upgrade of Haumoana Courts.		Safety surfacing renewals completed on time and on budget. Grant Street Reserve playground replacement project on track. Equipment order confirmed. Aiming for install end of June 2025. Te Awanga Domain playground design ongoing while working through community feedback.
Budget	Current budgets are sufficient for this financial year. Delay in the design of Te Awanga playground will impact delivery programme for 2025/26.	0	Current budgets are sufficient.
Resource	On-going collaboration with Te Awanga community, including mana whenua.	~	Community consultation complete, with high response and attendance rates. On-going collaboration with Te Awanga community, including mana whenua. Goods and services to be procured through Council's Playground preferred supplier panel with physical works to be completed by local contractors.

PHOTO



Completed courts upgrade at Haumoana Memorial Park courts

CYCLONE REMEDIATION

Havelock Hills Reserves

The Havelock Hills reserves were badly damaged by Cyclone Gabrielle. Tree works, slip and track repairs have largely been completed, with bridge replacements (14) and associated track repairs still ongoing. Works on five bridge replacements within Kingsgate Reserve, realignments and their approaches and the installation of a culvert are now complete with the reserve fully open.

The replacement of three bridges in Palmbrook Reserve were completed in June 2025. With this stage finished, the next phase of work has begun, led by the 3 Waters team. This phase focuses on protecting the stream banks with rock walls, strengthening sections of the path to assist prevent erosion and improving access in places. Further planting works can then occur.

Two bridges have been replaced in Tauroa Reserve, with the remaining four bridges to be installed shortly.

Two footbridges and track and drainage improvements have also been completed in lower Tainui Reserve in June.

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Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Havelock Hills Reserves Five footbridges, culvert, track improvements and tree work completed in Kingsgate Reserve. Three footbridges completed in Palmbrook Reserve. Works nearly complete on construction of six bridges in Tauroa Reserve.	<u> </u>	Havelock Hills Reserves Five footbridges, culvert, track improvements and tree work completed in Kingsgate Reserve. Repair work due to commence in Palmbrook Reserve in late April 2025, followed by Tauroa Reserve.
	Eskdale Park Further planning for reinstatement of the toilet block and other recreational facilities will commence in coming months, following community engagement.	~	Eskdale Park Opened to foot traffic on 17 February 2025. Further planning for reinstatement of the toilet block and other recreational facilities will occur in the next financial year, following community engagement.
Budget	No current budget issues.	~	No current budget issues.
Resource	No resourcing issues. Being project managed by the open spaces team.	~	No resourcing issues. Being project managed by the open spaces team.

РНОТО



Completed bridge in Kingsgate Reserve

RESERVE MANAGEMENT PLANS (RMP)

Draft Havelock Hills Reserve Management Plan

Further investigations ongoing, including engagement with mana whenua.

Draft Eskdale Park Reserve Management Plan

A draft Eskdale RMP was previously prepared but placed on hold due to Cyclone Gabrielle.

Funding has been allocated in the 2025/26 LTP for continued restoration works at Eskdale Park. The resumed development of the Draft Eskdale Park Reserve Management Plan will assist guide these restoration efforts. As part of this process, we intend to engage with the community in the next quarter to understand their aspirations for the park, which will assist inform 2025/26 works and funding decisions.

Keirunga Gardens Reserve Management Plan Implementation

The next stage of the track upgrade programme is almost complete, with a track constructed through the miniature railway. This key linkage provides a connection for people with restricted mobility (i.e. caregivers with prams) from the carpark to the viewing area above the railway station, as well as to the wider track network. The Keirunga Park Railway have made a significant contribution of resources to this project.

The remaining stage of the track upgrade programme is to be completed this financial year, with widening of the entrance driveway to allow for two-way traffic. This shift will allow for the existing exit drive to be closed to vehicles, providing a new path into the reserve and providing a 1km loop around the park.

KEY PROGRAMME OUTCOMES □ □ □			
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Further investigations ongoing for the draft Havelock Hills Reserve Management Plan including engagement with mana whenua Project plan being prepared for the draft Eskdale Park Reserve Management Plan.		Further investigations ongoing for the draft Havelock Hills Reserve Management Plan including engagement with mana whenua. Project plan being prepared for the draft Eskdale Park Reserve Management Plan.
Budget	No current budget issues.	~	No current budget issues.
Resource	No resourcing issues. Being project managed by the open spaces planning team.	~	No resourcing issues. Being project managed by the open spaces planning team.

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CITY CENTRE UPGRADES

SUMMARY OF ACTIVITY

The impacts of cyclone recovery and escalating costs on the 2024/25 LTP have resulted in the delay of a number of the projects in the City Centre Revitalisation Plan, designed to add vibrancy to public spaces in the city. However, funding for a number of maintenance and replacements remains in the budget (with projects detailed below), and projects funded by targeted rates on businesses are also proceeding as planned (predominately city street upgrades).

DELIVERY OF CITY CENTRE REVITALISATION PLAN PROJECTS ...

Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Timeline	Civic Square Landscape Renewal: Completed on time and within budget.	<u> </u>	Civic Square Landscape Renewal: Pou removed for restorative works in early March and construction works commenced end March, due for completion mid-June 2025.
	City Centre Mall: / KiwiRail Safety Improvements KiwiRail finalising civil construction plans (including fountain replacement) – for completion, this financial year.		City Centre Mall: Concept plans of Kiwi Rail and mall streetscape upgrade shared with community in March 2025. Construction plans being worked on with KiwiRail aiming for construction commencement from July 2025
	Streetscape Upgrade 100 Heretaunga Street West / Market Street: Streetscape upgrade of 100 Heretaunga Street West and part of Market Street to be undertaken with KiwiRail safety improvement works.		Streetscape Upgrade Market Street: Partial upgrade of Market Street to be undertaken with mall enhancement work.
Budget	No current budget issues	_	No current budget issues.
Resource	Internal project delivery and external design advice for Civic Square and City Centre Mall.	~	Internal project delivery and external design advice for Civic Square and City Centre Mall.

VIBRANCY FUND



PHOTOS





New paving at Civic Square

Reinstalled pou at Civic Square

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BUILDING RENEWALS

Seismic Strengthening

- · Mangaroa Cemetery seismic improvements.
- · Haumoana Hall seismic improvements and renewals.

Senior Housing Roof Replacement Programme

· Cambridge Court 2024/25 through to 2025/26.

NZS3917:2013 Contracts

- · Painting renewal contract.
- · General building maintenance and renewals.

Resource Internal resources are delivering the construction management.

Flooring renewal.

SEISMIC ST	SEISMIC STRENGTHENING PUBLIC BUILDINGS 🗵 ! 🗹				
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)		
Timeline	Mangaroa seismic strengthening upgrade is completed.	~	Seismic Strengthening: Mangaroa tendered and work commenced on site 7 April 2025.		
	Haumoana Hall grounds works completed.	<u>~</u>	Haumoana Hall work completed in March 2025. Grounds work to be completed in April 2025, with opening celebrations on 11 April 2025.		
Budget	No change.	~	Currently working within budget.		
Resource	No issues with resourcing due to internal delivery.	~	No issues with resourcing due to internal delivery.		
SENIOR HOUSING ROOF REPLACEMENT PROGRA			MME ×! ✓		
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)		
Timeline	Cambridge Court started works in June 2025. six weeks approximately required for each block.	~	Senior Housing Roof Replacement Programme: Cambridge Court building consent granted and out to market. Due back at end of April 2025.		
Budget	No current budget issues.	~	No current budget issues.		

Internal project delivery with the use of

local building surveyor and architectural

CONTRACT	CONTRACTS NZS3917				
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)		
Timeline	Painting Renewal Contract: This contract continues to be of great value for money. General Building Maintenance and Renewals Contract: BGIS will be starting the contract on the 1 July 2025. Flooring Renewal Contract: Variation will be required to include the sports centre flooring. Otherwise continued renewals being completed in the senior housing area. Public Toilet Onsite Wastewater Treatment Systems Service and Maintenance Contract: Tendered on GETS to open market and evaluating. Will be awarded in July 2025.		Painting Renewal Contract: Completed multiple interior and exterior facilities. General Building Maintenance and Renewals Contract: Awarded contract to BGIS. Flooring Renewal Contract: No change. Most of the renewal work is taking place in the Senior Housing complexes when the units come up for renewal.		
Budget	No current budget issues.	~	No current budget issues.		
Resource	Internal contract management.	~	Internal contract management.		

PROGRAMME HIGHLIGHTS

Completion of painting of the following facilities: Waimarama Domain toilets, Waimarama Toilet (Harper Road), William Nelson Skate Park Toilet, Splash Planet (multiple areas), Beehive Building (Tomoana Showgrounds), Cornwall Park Tea Kiosk touch ups.

KEY DATES

- 1 July 2025 BGIS start the new Building Maintenance Contract.
- Awarding the Public Toilet Onsite Wastewater Treatment Systems Service and Maintenance Contract.

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REFUSE

SUMMARY OF ACTIVITY

The new Joint Waste Management and Minimisation Plan (WMMP) 2025 -2031 has been adopted.

Development work in Area B of the Ömarunui Landfill has been completed on schedule. With practical completion achieved, final preparation works are underway to allow for waste placement to begin later in the year.

Construction work in Stage 3A of Area D has also been completed, and waste is currently being placed in that area.

The lining work for Stage 4 of Area D (the extension of Valley D), which was originally planned for the 2024/25 financial year, has been deferred to the 2025/26 year and is expected to be delivered in two stages. This revised approach may help distribute the associated development costs over multiple financial years.

We are currently in the process of preparing tender documentation for Stage 4 of Area D. Once the tender is awarded, construction is scheduled to commence later this year, supporting the continued development and capacity of Valley D.

Key Projects and Improvements Scheduled for 2025/26:

Several key projects are set to commence in the 2025/26 financial year to support operational efficiency, environmental performance, and compliance at the Omarunui Landfill. These include the installation of a new wash bay in Valley B, ongoing final capping of active areas in Valley D, road, and seal upgrades to improve traffic access to Valley B, and continued improvements to site infrastructure and maintenance. Enhancements to the gas capture system in Valley D are planned, along with the initial installation of gas infrastructure in Valley B.

These upgrades will not only improve environmental management but also contribute to securing favourable and unique offsetting benefits under the site's Emissions Trading Scheme (ETS) obligations. Improved gas capture helps reduce greenhouse gas emissions and positions the landfill to meet its ETS requirements more efficiently.

Additionally, the ongoing capping works will assist in reducing odour, minimising leachate generation, and enhancing the overall environmental integrity of the site.

The year will also see a full overhaul of data capture, telemetry, and reporting through the implementation of a new landfill-wide Geo SCADA system, supporting improved operational control and regulatory reporting.

LANDFILL DEVELOPMENT – AREA B STAGE 1 🗵 ! 🗹			
Metrics	Current Quarter 4 (2024/25)		Previous Quarter 3 (2024/25)
Budget	On budget.	~	On budget.
Status	Stage 1 liner construction completed; and variation works are awaiting practical completion sign-off, expected within days.	~	Under construction – variation to also complete Stage 1 ancillary work is being carried out by Goodman Contracting.
Programme	Some additional small "quality of life" improvements is currently being quoted / priced by the contractor and are expected to be implemented in the coming weeks.	~	On schedule – Original Stage 1 work has been completed. The ancillary (contract variation) work is now underway and on schedule.
Key Project Participants			

WASTE MANAG	WASTE MANAGEMENT & MINIMISATION PLAN & SOLID WASTE BYLAW – REVIEW PROCESS 🔼 🛂 🛂				
Metrics	Current Quarter 4 (2024/25)		Previous Quarter 3 (2024/25)		
Budget	Within budget.	~	Within budget.		
Status	On Track	~	On Track.		
Programme	The Joint Waste Management and Minimisation Plan 2025 -2031was adopted by the Joint Waste Futures Project Steering Committee on Friday 13 June 2025. The draft Waste Management and Minimisation Bylaw consultation was completed in June 2025. The submissions will be considered by the District Plan and Bylaw subcommittee in August.		WMMP consultation underway (7 April to 11 May 2025). Revised solid waste bylaw drafted and in the process of being presented to Council for adoption.		

Key Project Participants: NCC, Tonkin & Taylor, Health Hawke's Bay and Piki Projects

PROGRAMME HIGHLIGHTS

Construction work on Stage 1 of Area B has progressed well and remained on schedule throughout. All key components—including the clay liner, geosynthetic clay liner, and HDPE (plastic) liner—have been successfully installed.

The variation to the contract, which covered the ancillary works (power, water supply, truck wash, gas collection system, and leachate collection system), has also been completed by Goodman Contracting. The project has now reached practical completion, and the contractor is preparing to de-establish from the site.

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This will allow for final finishing works to proceed, ensuring the area is ready for waste placement by late 2025, as planned. The works have been delivered on budget, representing a successful outcome in terms of both time and cost.

A new e-waste recycling tender for the user-pays service at the Henderson Road Refuse Transfer Station has been awarded to the incumbent. South Waikato Achievement Trust.

The waste minimisation team has engaged with over 1,135 people over the past quarter through events such as landfill tours, composting workshops, toolbox meetings, sector groups and community talks.

RISKS AND OPPORTUNITIES

While weather conditions did not significantly hinder the completion of construction works in Area B, recent severe weather events in other regions, such as the Tasman District, have highlighted the potential risks associated with early waste placement. As a precautionary measure, we have decided to delay waste placement into Area B until later in the season to help mitigate the risk of excessive leachate generation.

The availability of suitable clay liner material remains a concern, particularly due to the impact of weather on clay extraction and transport. To ensure continuity of development, we will be working closely with the Hawke's Bay Regional Council and our contractors to secure and stockpile sufficient clay material in preparation for the summer construction season. This will be essential to support the continued capping works in Area D.

The start date for receiving solid waste from Wairoa District Council is yet to be officially confirmed. However, with Wairoa District Council having awarded a cartage contract, we anticipate that waste deliveries will commence by the end of July.

In addition, we have observed an increase in the number of small fires across our waste facilities, likely due to the improper disposal of lithium batteries. In response, we have implemented a range of measures to manage this growing risk. These include enhanced staff training, investment in firefighting equipment, installation of fire detection systems, ongoing public education campaigns, expanded battery recycling services, and the commissioning of a dedicated Fire Management Plan for the Ōmarunui Landfill. This plan will document our procedures and further strengthen our preparedness and response capabilities.

The kerbside recycling contractor, Smart Environmental Limited is seeking financial support from HDC for increased costs to complete the contract. This variation request is currently being assessed.

Opportunity - the plasterboard recycling trial is progressing well with excellent stakeholder involvement. To date 20 bags of plasterboard offcuts have been collected and sent to Winstone Wallboards for recycling. The initial results are showing very low levels of contamination and high-quality gypsum have been collected. If this trial is successful and results in a permanent solution, it could divert up to 1% of the total landfill tonnage per annum.

KEY DATES

Date	Details
Late 2025	Opening of Stage 1 in Area B.
7 April – 11 May 2025	WMMP Consultation.
19 May – 22 June	Waste management and minimisation Bylaw consultation.
13 June 2025	Adoption of joint WMMP.

ADDITIONAL COMMENTS

LARGE WASTE MINIMISATION FUND

Applicant	Project	Funding approved
NZ Sport and Fishing Council	Kai Ika Project - Hawkes Bay.	Declined WMF but \$5,000 awarded from Single-Year Grants.
Mary Tukiwaho / Clothing In Clothing Out	Clothing In, Clothing Out, starting out.	Declined,
HBRC	Be a Waste Warrior School.	\$20,000.00.
Nourished for Nil	Increased storage capacity at Nourished for Nil warehouse.	\$49,576.40.

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SMALL WASTE MINIMISATION FUND

Applicant	Project	Funding approved
Ātea a Rangi Educational Trust	Ngā tohu o te tau hou - Matariki waste minimisation.	\$5,000.00
Ben Redwood/Mutu2024 Limited	Mutu / New Zealand Certified Builders (NZCB) Hawkes Bay Pilot - Waste Diversion.	\$10,000.00.
Lief Rock	Bridge Fest.	\$500.00
Craig Wilson	Cleanup of rivers and beaches.	Declined
Waiohiki Marae	Waiohiki Marae Waste Minimisation Stations.	Approved \$1,759.00
RossAl	WasteLens.	Undecided / further information sought
Cranford Hospice	Cranford Hospice Second Hand Retail Stores Waste Audit.	Undecided / further information sought

SCHOOLS WASTE MINIMISATION FUND

School	Funding approved
Te Mata School	\$995.00
Taikura Rudolf Steiner School	\$3,340.00
Mayfair School	Withdrawn

PHOTOS



Omarunui Landfill, Area B,



Nic Turner Mindful Style Event at Keirunga Homestead

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DRINKING WATER

SUMMARY OF ACTIVITY

Water Supply – Ensuring healthy drinking water through the provision and effective management of water services.

The extent to which the local authority's drinking water supply complies with

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date Current Quarter 3 reporting
Part 4 of the drinking water standards (bacteria compliance criteria); and	Not achieved	100% compliance	Portsmouth Water Treatment Plant (WTP) non- compliant as cannot meet contact time for chlorination. Note this bore is now only an emergency supply site. UV treatment is being added in 2025 which will achieve compliance.
			Omähu water supply - Low chlorine level in one sample due to a dosing fault — Online monitoring consistent with other small community supplies has been installed to mitigate further occurrences.
			Waipātiki water supply - Low Chlorine level in two samples associated with low turnover in the network and commissioning of the new gas chlorination facility. Operational responses have resolved the matter.
			Hastings Urban Supply - Low chlorine level in one sample in Flaxmere in close proximity to Portsmouth WTP due to a dosing fault. The WTP controls shut down the facility however a very small volume of water with low chlorine entered the network requiring flushing to be undertaken.
			Waimarama water supply - HDC Scheduling error led to one missed. This issue was noted in the quarter 3 meeting. The cause was identified, and measures have been implemented to mitigate further occurrences.
Part 5 of the drinking water standards (protozoal compliance criteria)	Not achieved	100% compliance	Te Põhue water supply – UVT monitoring instrument failed. A new instrument was installed.

PERFORMANCE MEASURE 2 - MAINTAIN RETICULATION NETWORK

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date. Current Quarter 3 reporting
The percentage of real water loss from the local authority's networked reticulation system	29.9%	HDC will undertake an assessment for the 2024/25 reporting period from information gathered and use the results of this assessment to set a new baseline and targets for future years. Historically HDC has not been able to produce a statistically reliable result for this measure due to insufficient water meters across the network.	Reported annually. Assessment underway at time of reporting. See baseline performance for 2023/24 performance.

PERFORMANCE MEASURE 3 – FAULT RESPONSE TIMES
Where the Local Authority attends a call-out in response to a fault or unplanned interruption to its

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Attendance for urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site	34 minutes	Urgent – one hour response time to site	26 minutes
Resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	1.92 hours	Urgent – two hour restoration of service	1.13 hours
Attendance for non-urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site	1.97 hours	Non-urgent – three days response time to site (Note i)	1.37 hours
Resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	1.90 days	Non-urgent – seven days call resolution	1.12 days

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PERFORMANCE MEASURE 4 - CUSTOMER SATISFACTION

The total number of complaints received by the local authority about drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of supply, and the local authority's response to any of these issues (expressed per 1,000 connections to the local authority's networked reticulation system).

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
As per Council customer services	155.46	200 – count expressed per 1,000 connections per annum	108.97
As per After Hours customer services provider	30.64		32.57
Total	151.96		141.53

PERFORMANCE MEASURE 5 - DEMAND MANAGEMENT

The average consumption of drinking water per day per resident within the territorial authority district.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Average Daily Consumption	663	670 litres per day per resident	Reported annually. Assessment underway 2024/25at time of reporting. See baseline performance for 2023/24 performance
			•

PROGRAMME HIGHLIGHTS

RENEWALS:

Reticulation Network renewals site selection, planning and design is underway with Stantec for the next three financial years.

AC and CLS sampling programme are progressing well and will roll over into FY 2025/26, outcomes will continue to feed into renewals planning and prioritisation.

Watermain renewals FY24-25:

Tainui Road, Havelock North - Construction complete.

Te Mata Road, Havelock North – Construction completion due 11 July 2025

Cooper Street, Havelock North - Construction completion due 11July 2025.

Te Põhue Falling Main Renewal Contract awarded to Tūpore in June 2025. Construction commencing July 2025.

Ridermain renewals along Karamū Road North are being constructed under the maintenance contract, completion due 11 July 2025.

Omahu Road Trunk Water Main Renewal has been progressing well with Fulton Hogan. All rider mains are installed between Nottingley Road and State Highway 2. The first 250m of trunk main has been installed, some programme efficiency has been realised with drilling portions rather than trenching.

Reservoir Programme:

Whirinaki Reservoir – Contract with Reliant signed for reservoir purchase. Supply and installation programmed to progress over FY 2025/26.

Critical internal wall/roof sealing and operational access improvement works at various reservoir sites planned for FY 2025/26.

Reservoir minor capex works contract awarded to Oneshot Earthworks Ltd. Construction to commence in July 2025.

NEW WORKS:

Completion of the **Waipātiki chlorine gas** installation in June 2025. The successful commissioning of this facility has seen Chlorate levels previously noted in the supply eliminated. The Water Services Regulator – Taumata Arowai have acknowledged that the non-compliance for this supply due to chlorate levels has been resolved.

Eskridge Drive Booster Pump Station issues identified during commissioning confirmed to be an existing air lock in the network, work order has been issued with maintenance contactor to resolve this which will enable final commissioning and close out. Planting selection and install completed in partnership with local landowners.

Tender evaluation is underway for Wilson Road WTP Fluoridation and Portsmouth Road Containerised WTP.

Detailed design for **Eastbourne Street to Sylvan Road Trunk Main** is complete. This project is

to install a new trunk main from Eastbourne Street East through to Sylvan Road and is part of the wider pressure reduction programme. Construction is due to commence in FY2026/27.

Romanes Drive Watermain tender advertising on track for July 2025. This is a growth project which includes installation of a new watermain along Romanes Drive from Crosses Road through to Brookvale Road to support growth in the Brookvale/Arataki area.

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RISKS AND OPPORTUNITIES

Risks

Construction through winter.

Opportunities:

Omahu Road Trunk Renewal – Contractor has had success with drilling the trunk main for portions of the first 250m, this has potential to expedite programme and reduce duration of disruption to public.

Te Mata Road Renewal – Extension of scope to removing AC main in roundabout and rephased programme to be done in school holidays to minimise disruption to schools and public.

KEY DATES

Date	Details
June 2025	Reservoir Minor Capex Works Contract Awarded to Oneshot Earthworks Ltd.
June 2025	Te Põhue Falling Main Renewal Contract Awarded to Tūpore.
July 2025	Programmed tender award Wilson Road WTP and Portsmouth WTP Process.
11 July 2025	Completion of all 2024/25 Retic Renewals Projects.
September 2025	Omahu Road SP1 Completion (Nottingley Road up to State Highway 2).
December 2025	Omahu Road SP2 Completion (State Highway 2 up to Wilson Road).

WATER SERVICE REGULATOR – TAUMATA AROWAI ANNUAL REPORTS

The 2023/24 Drinking Water Regulation Report (DWRR) and National Environmental Performance Report (NEPR) were released on Monday 30 June 2025.

The reports as well as a factsheet summarising key information can be found on the Taumata Arowai website https://www.taumataarowai.govt.nz/.

Many Councils are still working to upgrade and install critical treatment infrastructure. However, due to significant investment in our water treatment and storage facilities, Hastings does not feature in either report, among those with boil water notices or missing treatment barriers. This signifies our long-term planning, and investment is delivering real results.

Two Hastings based incidents were noted in the report:

One incident showed chlorate levels above the recommended limit in three small community supplies. The health risk was considered low, and Council has been upgrading systems to address the issue. The most impacted supply underwent treatment upgrades completed in June 2025 and the issue was resolved. The investment Council made into both understanding and managing the issue was also noted in the report.

The second incident involved water being fed into a small community supply for less than 10 minutes without passing through UV treatment. Council had since updated procedures and decommissioned infrastructure to eliminate the issue.

Like most Councils, Hastings faces challenges with ageing pipes and has historically run at very high system pressures. The NEPR report pointed to areas where further work is needed. Water loss across the network is estimated at 20 to 30 percent which is comparative to many other Councils. The report also notes difficulties in making accurate assessments of water loss without universal metering in place. As well as being an effective tool for reducing water use, universal metering would improve Council's ability to identify and quantify water losses and optimise its investment in demand management programmes.

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PHOTOS



Eskridge Drive Booster pump station and plantings





Omahu Road trunk main pipe welding and install



Te Mata Road Retic Renewal



Karamu Road ridermain renewal



Connection detail being installed on Cooper Street retic Renewal

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WHIRINAKI WATER TREATMENT PLANT

PROGRAMME HIGHLIGHTS

- Hydrogeological investigation: review of drilling contractors proposals completed.
- Property Assessment The Property Group reviewed potential bore and WTP relocation sites and NCC network connections.
- Whirinaki/Esk Network Modelling all raw data has been provided, and the calibration is underway.
- Planning and Contaminated Land Review Beca Group conducted a comprehensive consent and designation review of the properties identified in The Property Group's potential location assessment, with the objective of streamlining and reducing the total number of properties under consideration.

RISKS AND OPPORTUNITIES

Risks:

- Programme slippage with evaluating potential properties to identify individual property for investigation bore. Mitigated by having a good property owner engagement strategy.
- The investigation does not arrive on a clear option going forward, mitigated by ongoing client meetings that are outcome focussed.

Opportunities:

- Development of a network model asset that can be used to optimise network operations and maintaining level of service.
- · Continue developing inter-council relationship.

KEY DATES

Date	Details
5 August 2025	Modelling of Relocation and NCC Connect.
December 2025	Update on the Optioneering Report.

FINANCIAL REPORTING (TO 30 JUNE 2025)

Budget	Budget	Spend to Date
Operational	\$420,000	\$35,000

PHOTOS





Potential locations for relocation and NCC connection

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STORMWATER

DIA NON-FINANCIAL PERFORMANCE MEASURE 1

The number of flooding events that occur in the Council's district. For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council network).

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
The number of flooding events that occur in the Council's district. For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council network).	0	0 floors affected per 1,000 connections up to a 1 in 50-year ARI storm event	0

DIA NON-FINANCIAL PERFORMANCE MEASURE 2

Compliance with Council's resource consents for discharge from its stormwater system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Abatement notices	0	0	0
Infringement notices	0	0	0
Enforcement orders	0	0	0
Convictions	0	0	0

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

The medium response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
The medium response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site	15 mins	60 mins	47 mins

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

The number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties connected to the Council's stormwater system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Per Council Customer Services	2.47	15 complaints per 1,000 connections Note: This is a baseline figure for stormwater related complaints received in the past eight years.	6.06
Per After Hours Customer Services provider	N/A	15 complaints per 1,000 connections Note: This is a baseline figure for stormwater-related complaints received in the past eight years.	0.51

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PROGRAMME HIGHLIGHTS

Barnes Place Treatment Device Upgrade Project

Stantec has completed their assessment of existing Barnes Place network information as well as the necessary site investigations. The project is now in the Catchment Study phase.

Thompson Road Pumped Discharge Review

HDC submitted the draft Thompson Road Pumped Discharge Review to HBRC as required under Resource Consent AUTH-120054-03 & AUTH-120056-03.

Te Awanga Dam Break Analysis

Upper Te Awanga Dam is a flood detention dam owned and operated by HDC. The dam is a homogenous earth embankment situated approximately 1.5 km upstream from the Te Awanga township. The PIC of the dam was previously assessed in a 2021 report by Stantec, which conservatively assessed the dam as Medium PIC. Based on the damage level assessment and Population at Risk, Upper Te Awanga Dam has been reassessed as a Low PIC dam.

RISKS AND OPPORTUNITIES

- Stormwater Manager role remaining unfilled from end April 2025 onwards.
- Global Stormwater Consent application yet to be submitted with HBRC. Final document reviews occurring.

KEY DATES

Date	Details
30 July 2025	Network, Lowes Pit, James Rochfort Place and Barnes Place Compliance and Monitoring Report due.
31 July 2025	Omāhu North Industrial Area Annual Compliance and Monitoring Report due.

PHOTOS



Barnes Place flooding 2023



Thompson Road drain



Upper Te Awanga Dam (looking downstream)

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2C STREAMS & DAMS KARANEMA HAVELOCK NORTH

PROGRAMME HIGHLIGHTS

HBRC formally notified HDC in early June 2025 that the Havelock North Dam Classification lodged in August 2024 have been approved, awaiting now on the 2024 Dam compliance grading – also expected to be graded fully compliant.

Big highlight for the quarter was the successful recatergorisation of the 42 residents that were in Category 2C, who were all moved back into Category 1. Additionally, the tender for Stage 1 was released to the market, and closes 16 July 2025 with works to commence on 28 July 2025. Along with resource consent lodged and granted for Stage 1 works.

One year completed with the maintenance contractor, seeing a significant amount of work undertaken previously not completed, these include 224 Stream recorded tasks, and 35 Dam recorded tasks, along with a further 24 dam safety review recommendations completed.

Physical works nearing completion at two Council and private landowner bank remediation projects.

Ecology and erosion studies undertaken along the streams, 13 of 15 stream level sensors installed.

RISKS AND OPPORTUNITIES

Risks:

- Dam Flood Study, identifying reduced capacity in dams requiring upgrades.
- Erosion review, requiring action to amend hazard lines to be broader than current.
- Community unrest as a result of ombudsman review.
- Private landowner expectations on council to address private bank matters.
- Delays to consenting and/ or cumbersome conditions.
- Higher than anticipated pricing from contractors on 2C projects.

Opportunities:

- Support of care group and community advisory groups, to assist with relaying positive messages of the progress and work happening behind the scenes.
- · Education on dams and streams to help raise base awareness to educate further
- Planting days to unite community and show tangible actions that bring guidance documents and waterway improvements to life, by council creating exemplar sites.
- Education with schools to share ecology results and raise awareness of what lives in the streams.

 Greater stream and dam level awareness with use of new and existing water level sensors and displaying this information to the public to allow community to be prepared for future events.

KEY DATES

Date	Details
19 May 2025	Community Advisory Group Meeting #6.
19 June 2025	HBRC approved re-categorising Mangarau 2C to Category 1.
7 July 2025	Community Advisory Group Meeting #7.
Late July 2025	Community Drop In Meeting with previous 2C residents.
1 August 2025	Ecology show and tell with Te Mata School.
Early August 2025	Planting days at Mangarau and Herehere Streams (Consent and Weather permitting).

FINANCIAL REPORTING (TO 30 JUNE 2025)

Budget	Budget	Spend to Date	Notes
Operational	\$430,000	\$330,311.00	Expected to be closer to \$380k.
Capital	\$1,525,000	\$1,413,938.00	Anticipated to be closer to \$1.6m.
Capital – 2C (NIFF)	\$1,000,000	\$950,149.00	\$1.2m of the total \$10m spent to date, and \$904k recovered to date. Anticipate to be \$1.1m.
Capital – 2C (Capability Grant)	\$217,642	\$176,743.00	Available to December 2025, used for Property and engagement.

PHOTO



Installation of new water level sensor on Karituwhenua Stream at Woodlands Drive by Adroit

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WASTEWATER

DIA NON-FINANCIAL PERFORMANCE MEASURE 1

Number of dry weather sewerage overflows from the Council's wastewater system, expressed per 1000 sewerage connections to that sewerage system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Number of dry weather sewerage overflows from the Council's wastewater system, expressed per 1000 sewerage connections to that sewerage system	2.34	5 per 1,000 connections per annum	2.38

DIA NON-FINANCIAL PERFORMANCE MEASURE 2

Compliance with Council's resource consents for discharge from its sewerage system measured by the number of:

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Abatement notices	0	0	0
Infringement notices	0	0	0
Enforcement orders	0	0	0
Convictions	1 HDC fined \$14,000 and prosecuted following sentencing for Whakatu wastewater spill in 2022	0	0

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

Where the Council attends to sewerage overflows resulting from a blockage or fault in the Council's sewerage system, the following median response times are measured.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Attendance time: (from Council receipt of notification to service personnel reaching site)	43 minutes	1 hour response time to site (attendance time)	44 minutes
Resolution time: (From Council receipt of notification to service personnel confirmation of fault resolution)	1 hour 51 minutes	1day permanent repair completed (resolution time)	2 hour and 24 minutes

DIA NON-FINANCIAL PERFORMANCE MEASURE 4

Total number of complaints received by the Council about sewage odour, sewerage system faults, sewerage system blockages, and the Council's response to issues with its sewerage system. Expressed per 1,000 connections to the Council's sewerage system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
As per Council customer services	11.59	30 complaints – count expressed per 1,000	14.00
As per After Hours customer services provider	5.41	connections per annum	6.28

PROGRAMME HIGHLIGHTS

Reticulation Network Renewals site selection, planning and design is underway with Stantec for the next three financial years.

Procurement planning complete for a **CCTV investigations contract**. The intent of this contract is to collect pipe condition data to better inform renewals investment.

Reticulation renewals construction programme FY2024/25:

- Aintree Road Private to Road Reserve Renewal On hold until landowner agreement can be closed out.
- Main Road Clive SHW51 Renewal Construction deferred to FY 2025/26 to allow time to work through NZTA Approvals and sufficient comms planning with businesses.
- South Hampton Road renewal complete.

Pipe bridge renewal completed in May 2025 in Keirunga Gardens.

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Wastewater Pump Station and Rising Main Prioritisation and Forward Works Planning work is commencing with WSP in July 2025.

Various **Wastewater Pump Stations** are in investigation or design phase for **replacement** and/or **capacity upgrades** namely:

- Oliphant Road Pump Station Detailed design phase.
- Murdoch Road Pump Station Investigations and optioneering phase.
- Park Road North Pump Station Investigations and concept design phase.

Trunk Renewals and Investigations contracts progressing well. Currently working through pricing with the contractor for FY2025/26 scope of work.

East Clive Wastewater Treatment Plant:

Design is progressing well for the **Outfall Pumps Replacement and Renewal of a section of the land-based outfall pipe.** Procurement plan approval obtained in February 2025 for two stage tender process Stage 1 being Registration of Interest (ROI) and Stage 2 being Request for Tender to shortlisted suppliers.

ROI advertisement closed in June 2025 and evaluation is currently underway, due to be completed in July 2025. Stage 2, the invited RFT, will progress in August/September 2025 with approximate contract award date of December/January 2026.

Work is underway to develop the long-term strategy for the East Clive Wastewater Treatment Plant. Procurement planning is underway to select a consultant to assist council with this work.

RISKS AND OPPORTUNITIES

Aintree Road programme delays due to landowner license to occupy agreement. Consensus is near and this is due to be closed out in July.

Main Road Clive delays due to NZTA approval requirements and ensuring sufficient comms planning is completed to minimise disruption to businesses.

KEY DATES

Date	Details
June 2025	South Hampton Wastewater Renewal Complete.
July 2025	CCTV Contract Tender Published.
June 2025	All 2024/25 Trunk Relining Sites Complete and Claimed.

PHOTOS



Pipe Bridge renewal in Tainui Reserve





Southampton Street East Retic renewal







Trunk relining installation

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ROADS AND TRANSPORT

KEY PROGRAMN	IE OUTCOMES 🔀 📙 🗹		
Metrics	Current Quarter 4 (2024/25)		Previous Q3 (2024/25)
Road safety	Target < 38 (annual figure) Actual = 41 (cumulative to quarter 4)*	×	Target < 38 (annual figure) Actual = 16 (cumulative to quarter 3)*
Condition of sealed road networks as measured by STE	Target STE = 90% Actual STE = 87% (2024/25 results)** Target AWPT (av pa) = .2% Actual AWPT = 0.074% (963m) ^Δ	×	Target STE = 90% Actual STE = 91% (2023/24 results)** Target AWPT (av per annum) = .2% Actual AWPT = 0.074% (963m) $^{\Delta}$
Maintenance of sealed road network	Target = 6% Actual = 4.8% (62.97km) [△]	×	Target = 6% Actual = 4.8% (62.97Km) [△]
Condition of footpaths	Target < 1.5% Actual = 2.6% (2023/24 results)** Footpaths inspections scheduled in July 2025 for new condition survey, the results of this survey and recommended actions will be reported back to Council.	0	Target < 1.5% Actual = 2.6% (2023/24 results)** Footpaths are scheduled in June 2025 for new condition survey, the results of this survey and recommended actions will be reported back to Council
Response to	Target >95%	П	Target >95%

Note: *All Mandatory measure are annual reports based on annual metrics. There is no change quarterly for the metrics. Additional progress details are provided against the approved budgetary figures.

Actual (cumulative to Q3) = 81%*

service requests Actual (cumulative to Q4) = 81%*

PROGRAMME HIGHLIGHTS

Following confirmation of funding from NZTA, the delivery of the **School Speed** Limits Plan is being rolled out. The expected timeframe for all schools to have the variable speed limits in place is early September but variable speed limits will come into force through a rolling programme as they are completed over the period from 1 July 2025 to early September 2025.

Hastings District Council - Investment Audit 2025 Summary

The 2025 Investment Audit conducted by Waka Kotahi NZ Transport Agency has affirmed that Hastings District Council continues to demonstrate strong foundations in managing its land transport programme. The audit highlights effective practices in contract management and professional services delivery, reflecting the Council's commitment to value for money and responsible stewardship of public funds.

While a few areas were identified as needing minor improvements—particularly in financial reconciliation and procurement documentation—the Council has already initiated proactive steps to address these. Enhancements include refining internal audit trails, improving data accuracy in funding

claims, and strengthening procurement compliance through the rollout of the Smart Home of Procurement (SHOP) system.

The audit recommendations provide a clear pathway for further strengthening our processes. Council is committed to implementing these improvements within the specified timeframes, ensuring continued alignment with national standards and expectations.

Overall, the audit reflects a well-managed programme with a strong culture of continuous improvement and collaboration. Hastings District Council remains focused on delivering safe, efficient, and transparent transport outcomes for our community.

AUDIT RATING ASSESSMENT

Subj	ject Areas	Rating Assessment	
1	Previous Audit Issues	N/A	-
2	Financial Processes	Some Improvement needed	
3	Procurement Procedures	Some Improvement needed	
4	Contract Management	Effective	~
5	Professional Services	Effective	

RECOMMENDATIONS

The table below captures the audit recommendations. Agreed dates are provided for the implementation recommendations by the approved organisation.

We red	commend that the Hastings District Council:	Implementation Date
R2.1	Urgently addresses the previous recommendation to develop a clear and consistent audit trail to support claims for all funding assistance.	AO to complete. 30 June 2026.
R2.2	Ensures that it meets the conditions of funding for the LCLR programme.	AO to complete. 30 September 2025.
R2.3	Confirmed the over claim for the Napier/Crosses Road project previously identified by staff.	AO to complete. 31 July 2025.
R3.1	Ensures conformity with the specified terms and conditions of contract tender documents.	AO to complete. 31 December 2025.
R3.2	Ensures that Conflict of Interest declarations are fully completed.	AO to complete. Completed via SHOP system.
R4.1	Ensures that the Post Construction Safe System Audit report for the Napier Road and Crosses Road project is fully completed and closed out.	AO to complete. 31 July 2025.
R4.2	Confirms completed exemption declarations will be filed when it has decided a safe system audit is unnecessary at key stages of any non-maintenance project.	AO to complete. 31 December 2025.

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^{**}Updated results are due before the end of 2024/25 financial year.

^aThe approved metrics were based upon original requested higher budgets. With reduced subsidies and corresponding budgets, the metrics will never be achieved.

TRANSPORT RECOVERY

PROGRAMME HIGHLIGHTS

There has been strong continued momentum across the district's cyclone-damaged roading network. With a community update released in June 2025, which can be found further in this report, but linked here.

Funding continues to be a key focus, with cyclone recovery received via a higher financial assistance rate from NZTA, and the recovery of spent budget via National Infrastructure Funding and Financing (NIFF) progressing well, with a concerted effort to invoice regularly to reduce the lag in spend versus recovery from NIFF.

Ongoing work to review the wider programme to bring projects forward, and programme work to match contractor capacity and programme timeframes.

A recent supplier hui with our contractor supplier panel, and our mana whenua partners continued to reinforce the spirit on which the recovery work is progressing, and the value in environmental, ecology, and cultural awareness to ensure positive outcomes.

RISKS AND OPPORTUNITIES

The pace and scale of the recovery remains a key risk. Weather remains a risk in winter months, particularly when our projects involve pavement and slip repairs and work in waterways for culverts and bridges. Some projects like Taihape Road slip have been delayed until Spring, due to weather and environmental conditions.

The winter period has created the opportunity to have early contractor involvement with value engineering solutions finding success. 61 sites (a mix of slips and culverts) are scheduled to begin Early Contractor Involvement (ECI) with our contractor panel.

Ongoing communication and stakeholder engagement remains a key focus.

A recent landowner meeting to discuss works at Horgans Bridge and Waihau Road slips either side of bridge was an example of successful early stakeholder engagement. The team were able to address several necessary repairs for the bridge. The landowners voiced their concerns and shared information about a culvert that was buried during the cyclone that requires clearing or replacing.

FINANCIAL REPORTING

Over the life of the cyclone recovery:

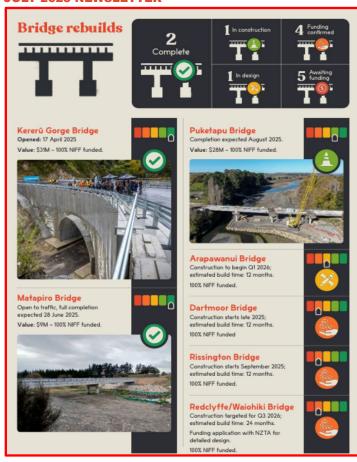
ACTIVITY	BUDGET	SPEND TODATE
Bridge rebuilds	\$350m	\$124m
Culvert rebuilds	\$10m	\$4.1m
Bridge and culvert repairs	\$120m	\$15.8m
Slips	\$295m	\$127.8m
Road rebuilds	\$25m	\$7.8m
TOTAL	\$800m* (*estimated)	\$279.5m

KEY DATES

- Springfield Road rebuild was complete ahead of schedule and was fully re-opened to the public on Tuesday 20 May 2025.
- Matapiro Bridge was officially opened by the Mayor, Councillors and the community on Saturday 28 June 2025.
- Waimārama and Kahurānaki Road slips were completed subject to final QA checks, Monday 30 June 2025.
- Planning has begun for the opening of Puketapu Bridge, tentatively planned for Sunday 24 August 2025.
- Rissington Bridge is currently out for tender, with construction to start in September 2025. Dartmoor Bridge is expected to be direct negotiated with the successful tenderer from Rissington, subject to a strong start at Rissington.
- McVicars Culvert will be complete early August with an opening mid August 2025.
- Commencement of Taihape Road Slip (site 5) in October 2025, on approval from DOC following lizard breeding season complete.

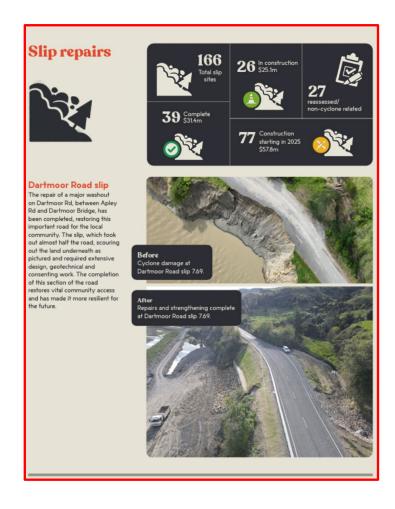
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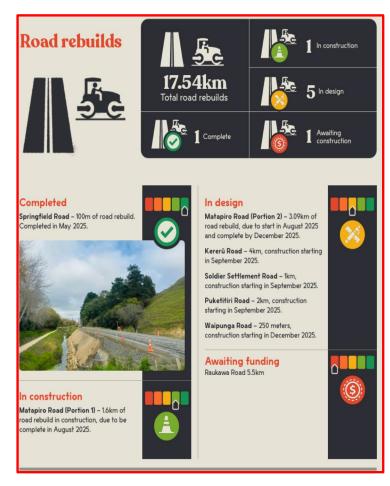
JULY 2025 NEWSLETTER





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PHOTOS



Matapiro bridge community opening



Springfield Road AWPT complete



Taihape Road slip repairs package



Waimārama Road slip repairs

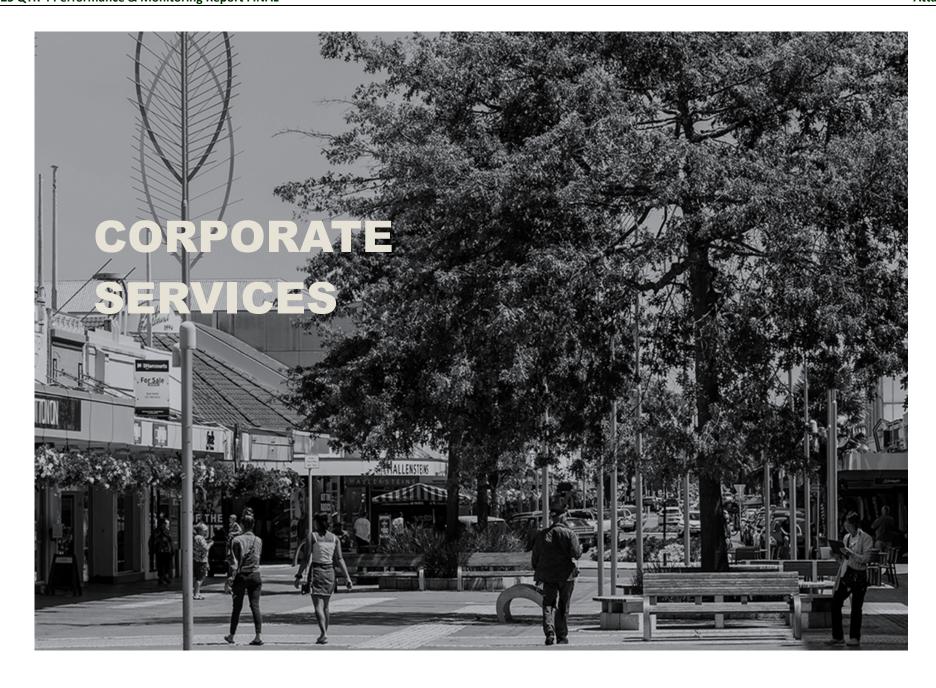


Successful community meeting in Te Pōhue



As part of the Transportation Cadets role, they were tasked with managing slip sites on Waihau Road and were in attendance for the productive landowner meeting

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INFORMATION MANAGEMENT & BUSINESS TRANSFORMATION (IMBT) PROJECT GENESIS

SUMMARY OF ACTIVITY

Technology One's ERP (Financials, Property and Rating etc) is nearing its end-oflife for on premises support. Council must migrate these systems to the Cloud or risk falling out of support.



PROGRAMME HIGHLIGHTS

- User acceptance testing for the finance module has been completed.
- Requirements gathering for the Property and Rating module has begun.

RISKS AND OPPORTUNITIES

- All risks are carefully monitored within Councils Risk register.
- · No new risks registered.

IN-EIGHT

(PROJECT MANAGEMENT SOLUTION)

SUMMARY OF ACTIVITY

Council is consolidating numerous project management software solutions into an enterprise project/programme management system. This allows for visibility across all projects.



PROGRAMME HIGHLIGHTS

- Project nearing completion (September 2025).
- Final configuration underway

RISKS AND OPPORTUNITIES

 Concerns have been raised that the solution may not be suitable for smaller Council projects.

SPACE-TO-CO

(EVENT MANAGEMENT AND BOOKING SOLUTION)

SUMMARY OF ACTIVITY

Council is consolidating on event management and booking solutions. Currently the public spaces team and events team have very out-dated and manual processes to manage these events. In addition, the public facing interfaces are not very user friendly. After evaluating numerous solutions Council is in the process of implementing a Cloud based solution called SpaceToCo.



PROGRAMME HIGHLIGHTS

 Over 22 Council public spaces have now gone live on the new system. Libraries and Waiaroha to follow within the next month.

ADDITIONAL COMMENTS

• The new system does not allow for cash payments. Council is working on a simple pragmatic solution to allow for the 5% of payments made using cash.

CONTENT MANAGER UPGRADE

SUMMARY OF ACTIVITY

Council's record management solution needs to be upgraded from version 9.3 to version 2024.4 to remain supported.



PROGRAMME HIGHLIGHTS

• Project completed successfully on Friday 4 July 2025.

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RISK MANAGEMENT

SUMMARY OF ACTIVITY

"Collectively the Councillors are responsible for setting risk management tone and objectives, and for oversight of the organisation's strategic risks. This includes determining acceptable levels of risk exposure and confirming that management operate within the limits defined" (HDC Enterprise Risk Management Policy and Framework, Page 5).

STRATEGIC RISK HIGHLIGHTS

ID	Description	Details	Notes	
23	Financial Sustainability	Ensuring Council conforms to the adopted Financial Strategy is vital to ensure long term sustainability and avoid credit down grades.	Additional reporting underway for Performance and Monitoring to track actual performance.	+
32	Cyber security threat	Increasing sophistication of cyber attacks may cause Council to be unable to defend a significant cyber attack.	Focus on staff training to reduce the chance of errors.	←
25	Growth Planning	Application of Future Development Strategy to deliver integrated growth outcomes.	Executive Growth Board established to provide coordination of growth activities.	¥

PROGRAMME HIGHLIGHTS

- Recovery risks transferred to BAU Teams and incorporated in to operational risk registers.
- · Procurement risk reviewed and control environment updated.
- Risk tools being developed to support In-Eight project management using across Asset Management Group.

RISKS AND OPPORTUNITIES

High impact / Critical



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HDC STRATEGIC RISK REGISTER

			ES

ID	Description	Details	Inherent	Residual
36	Successful Strategic Partnerships	Provision of sufficient capacity and capability within the organisation to manage relationships with other agencies, could lead to successful partnerships and a collaborative, effective approaches to projects. This would result in a positive reputation with communities, better outcomes for the community and other stakeholders, and potentially limit financial costs for each partner.	Silver	Gold
30	Demonstrate good ESG&C practices	Successfully and proactively addressing Environmental, Social, Governance and Cultural (ESG&C) expectations during decision making processes would contribute to improving equity of resources, enhanced community wellbeing, enrichment of the natural environment, increased trust of and a positive reputation for Council, attraction as an employer and to gain a head start on complying with potential future legislation.	Silver	Gold
THR	EATS			
ID	Description	Details	Inherent	Residual

THE	REATS			
ID	Description	Details	Inherent	Residual
2	Natural or man- made disaster exposure	Natural and man-made disasters covers major disasters or emergencies due to a natural hazard or human-made events affecting community safety or property.		High
23	Financial Sustainability	Due to over-committing to work programmes the financial sustainability of the Council may be compromised affecting delivery of all LTP goals.		High
35	Legal Liability	The contractual terms of Crown agreement and the responsibilities placed upon Council within that, may result in Council being the sole entity for any legal challenges raised against, or related to the property buyout activity. Legal challenges would have significant impacts on Council's finances through unbudgeted costs, reputation through a potential loss of trust and delivery of services as officers would be required to respond to/prepare for any legal challenge.		High

ID	Description	Details	Inherent	Residual
25	Growth planning	Poor timing or under-recovery of growth investment may lead to unexpected cost escalation adversely affecting Council's financial position and ability to achieve LTP objectives.	Extreme	High
26	Failure of climate adaptation	Lack of knowledge, protracted decision making, or insufficient application of resources may cause climate change adaptation measures to fail adversely impacting economic, social, and cultural wellbeing.	Extreme	High
21	Significant Operational Service Failure	Operational failure that may have a material impact on the delivery of Council services to the community.	Extreme	High
22	Water Quality and Quantity	As a result of climate change and/or human activities, there may not be a sustainable quantity of quality water to support the communities economic, social, and environmental wellbeing aspirations.	Extreme	High
3	People Health, Safety and Wellbeing	Exposure to health and safety risks (as a result of activities undertaken or directed by Council) which could result in serious health effects to workers, customers and public.	Extreme	High
31	Truth Decay	Increasing momentum towards the four trends of the 'Truth Decay' phenomenon, may lead to the erosion of civil discourse and disengagement of individuals from political institutes, resulting in an inability for Council to engage the community, plan for growth, or execute delivery of strategic goals effectively.	Extreme	High
32	Cyber Security Threat	Increasing sophistication of cyberattacks may mean Council becomes vulnerable to a significant cyberattack, resulting in an inability to communicate through normal channels, operate core functions or stand up a response, severely impacting Council's reputation and potential legal implications.	Extreme	Medium
28	Significant statutory reform	Failure to proactively adapt to statutory changes could adversely affect economic, environmental, social, or cultural wellbeing, and cause significant delays and/or barriers to Council's delivery of LTP objectives.	Extreme	Medium

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CIVIL DEFENCE EMERGENCY MANAGEMENT

INCIDENT MANAGEMENT CAPABILITY DEVELOPMENT

The Civil Defence Emergency Management Act 2002 requires Local Authorities to maintain and provide suitably trained and competent personnel and an appropriate structure for effective civil defence emergency management in its area.

KEY PROGRAMME OUTCOMES ■ ...

	Scope	Budget	Schedule	Quality	Resourcing
Current Quarter 4 (2024/25)	<u> </u>	×	<u>~</u>		
Previous Quarter 3 (2024/25)	!	×	!	~	!

PROGRAMME HIGHLIGHTS

Current staff commitment and training:

Deliverables	Current	Target
Emergency Management Response Staff	64	70
Function Specific training completed	24	-
Foundation training completed	110	-

Resilience programme:

Deliverables	Current Quarter 4	Target
Community Resilience Plans	6	20
Community Emergency Hubs	11	42
Community VHF Radios deployed	23	30

Welfare Support:

Deliverables	Current Quarter 4	Target
Civil Defence Centres Resourced	2	2
Needs Assessment Staff	10	30

Refresher training given to HDC Staff on FACT24 Emergency Response System covering improvements made since the previous exercise.

- Familiarisation and induction session provided to HDC Incident Management Team on the configuration and systems in the Emergency Operations Centre, Lyndon Road.
- Controllers' meetings held on 3 April and 4 June 2025. Quarterly meetings for each of the five Incident Management Teams held between 23 and 25 June 2025.

RISKS AND OPPORTUNITIES

- Collaboration between the Community Connector team and the Risk Team is delivery
 effective support for community resilience planning. Any uncertainty over future funding
 for Community Connectors will affect the delivery of the resilience building programme.
- Limited funding is currently budgeted for maintenance of the Council Emergency Management Systems and CDC equipment.
- Joint use of the EMO by HBCDEM Group and HDC may leave Council without a suitable location for running an EOC.
- Future funding streams to support community groups maintain and/or replace equipment purchased for the purposes of emergency resilience will be required in the coming years.
- Opportunity being leveraged is greater collaboration between agencies, including NZ Police, Fire and Emergency NZ and Government Agencies is improving ability to coordinate response activities.

KEY DATES

KEI DAILO	
Date	Details
3 July 2025	HDC Emergency Management Exercise Tamatea.
13 July 2025	Puketapu South Community Hub training.
19 July 2025	Waipatu Marae Resilience Workshop.
21 July 2025	Te Põhue Community resilience workshop and hub training.
5 August 2025	Emergency Management essentials training.
17 August 2025	Dartmoor Community hub training.
27 August 2025	Emergency Management coordination centre training.

ADDITIONAL COMMENTS

An activation of the Emergency Operations Centre occurred on 1 May 2025 due to a forecast of large swells and high wind. The FACT24 system was used to manage the event, and the community relationships established by the Community Connector team played a significant role in establishing good communication with affected communities.

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TRANSFORMATION PROGRAMME

Implementation of the Hawke's Bay Civil Defence Emergency Management Transformation Strategy and associated Service Level Agreement.

KEY PROGRAMME OUTCOMES 🗵 🗓 🗹



PROGRAMME HIGHLIGHTS

- Civil Defence Emergency Management Joint Committee adopted a regional transformation strategy on 27 January 2025. The Transformation Strategy sets out the following:
 - A system that places the community at its heart.
 - A system that is prepared and ready.
 - A system that is highly effective, capable and assured.
 - A system that is balanced and responsive to local needs.
- Implementation of the Transformation Strategy is being achieved through a Service Level agreement (SLA) each Council is to sign. After feedback from all Councils was discussed at a Chief Executive workshop on 23 June 2025 a revised SLA is expected by mid-July 2025. In the meantime work on community resilience and emergency readiness for Council is continuing.

RISKS AND OPPORTUNITIES

- Delays in finalising the SLA creates uncertainty over emergency response roles which
 creates the potential for confusion during an emergency. Therefore, working to finalise
 an acceptable SLA as soon as practicable is important to provide operational clarity.
- Simplifying the SLA creates opportunity to develop a Civil Defence Emergency
 Management programme tailored to meet Council requirements but also creates risk
 that each Council will operate a noticeably different levels compromising regional
 response capability.

ACTIVITY PLAN FOCUS AREAS

To meet Council's obligations under the Service Level Agreement work is underway to develop an activity plan for Civil Defence Emergency Management. The range of activities that the plan will need to cover are shown in the image below:

Community Resilience

- Community Resilience Planning.
- · Community Emergency Hub Support.
- Community Education.

Iwi Maori Engagemen

- Maori Liaison.
- · lwi engagement and aligned strategic planning.
- · Marae resilience development and support.

Hazard Planning

- · Emergency response plans for identified hazards.
- · HDC business resilience/continuity planning.
- Exercise planning and execution.

HDC Emergency Management Workforce

- · Emergency management induction and training for HDC staff
- · Emergency Management staff professional development.
- 24/7 response capability.

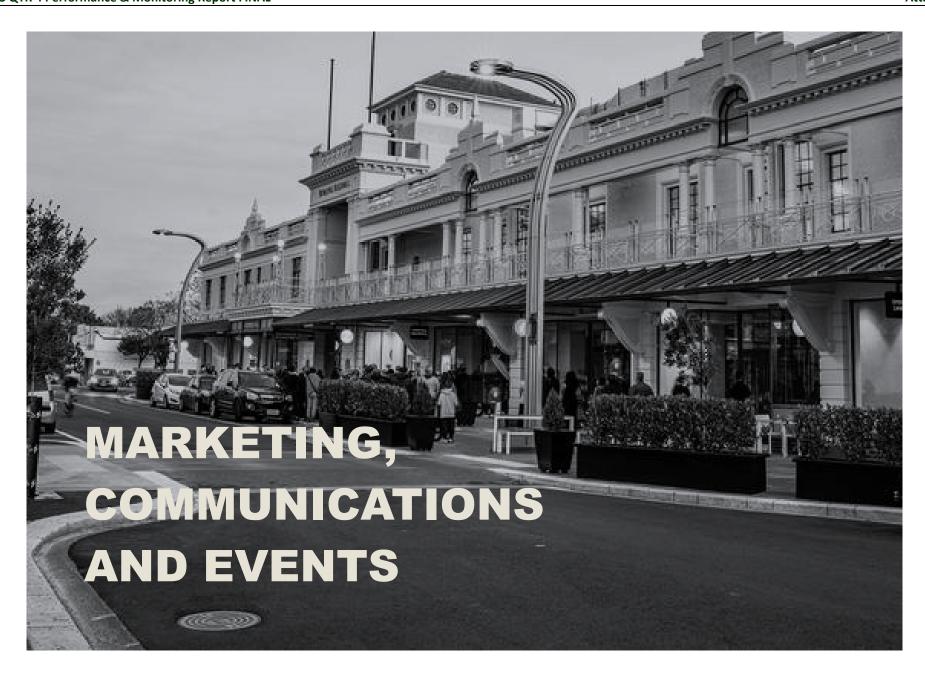
HDC Response Frameworl

- · Emergency Operating Centre site setup and maintenance.
- Emergency Operating Centre processes and system configuration.
- Civil Defence Centre setup and maintenance.
- Inter-agency relationship management.
- Governance advisory and reporting.

KEY DATES

Date	Details
21 July 2025	Coordinating Executive Group meeting.
28 July 2025	Joint Committee Meeting.

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TOMOANA SHOWGROUNDS

Hastings District Council (HDC) purchased the Tōmoana Showgrounds in 2021 from the Hawke's Bay A & P Society. Since taking over the grounds and facilities, Council has had four key areas of focus: understanding the grounds, facilities and infrastructure and managing the site in accordance with the findings of condition assessments; supporting the continued running of events, such as small community event bookings, weekly Farmers' Market, through to significant events such as Horse of the Year (HOY); managing the existing tenant relationships and completing key requirements under the Sale and Purchase Agreement, which includes establishing the Trust that will oversee the operation of the venue and preparing a master plan.

KEY PROGRAMME OUTCOMES ■ □

Metrics	Current Quarter (4)		Previous Q3 (2024/25)
Timeline	Key projects ahead of timeline, favourable budget is the main contributor.	<u>~</u>	Key works and tracking to and ahead of delivery timelines.
Budget	FY 24/25 ended in with surplus budget. To be finalised.	~	Tracking ahead of budget.
Quality	Projects being delivered to high standard. Contractors and internal team meeting deliverables.	~	Customer and event manager experience improving with additional resources and communication system.
Resource	Staff managing workload well, next event season will put pressure on quality and timeline.	~	Venue manager resource improving communication and operations.
Stakeholders	Strong communications to both trust and stakeholder remaining effective.	~	Good stakeholder communication and users are keen to network with trust.

QUARTERLY VENUE ACTIVITY SUMMARY

Month	Event Type	No. of Events	Approx. Attendees
April	Agriculture / Livestock	3	2,000
May	Education / Community	4	5,200
June	Sports / Dog Trials	2	1,500
Quarter 4 Totals		9	8,700

SUMMARY OF ACTIVITY

Key focus remains on site safety, stakeholder engagement and community programming potential.

Master Planning Preparation

The master planning process for Tōmoana Showgrounds is on track to commence in August 2026. Initial scoping, governance structure, and stakeholder mapping were completed this quarter. HDC continues to coordinate with Waipatu Marae and the Hawke's Bay A&P Society to align community priorities. The new Trust structure is progressing toward charitable status, a key milestone that will unlock funding and formalise community partnership.

Event Hosting and Venue Use

The venue remains highly active, supporting regional and national-level events. Notable quarter 4 activity included:

- TSG team focused on supporting events of all sizes, focusing on event growth, sustainability and ensuring venue hire is reflective of site usage.
- HYROX new event with growth potential. Well supported by Hastings community and a second event is booked for November 2025.

Facility Improvements

Minor maintenance and improvements were carried out to enhance safety and usability, including:

- Improved signage site wise, to build consistently of TSG brand.
- Building renovations of toilets and the Beehive.
- Safety audits to inform future capital works planning.

Customer Experience Mapping

A full customer journey mapping exercise was completed this quarter to understand user needs. This work will feed into the master plan and identified short-term improvements such as signage upgrades, online booking ease, and flexible space usage.

Governance and Community Interface

The Trust comprising HDC, Waipatu Marae, and the Hawke's Bay A&P Society is now meeting regularly and building a shared vision.

Stakeholders

Lessees show continued optimism for future, have been advised of master planning timeframe for them to feed their plans. Rent reviews have been completed of leases sites and are being negotiated/implemented.

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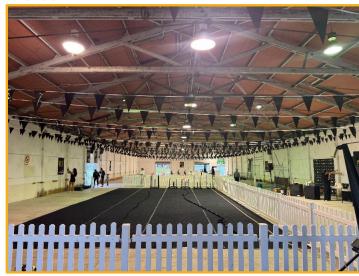
RISKS & OPPORTUNITIES

Opportunities: Strong platform for future growth through community engagement and master planning. Trust structure supports collaborative governance.

Risks:

Ageing infrastructure limits programming; capacity dependent on future investment. Charitable status delays could affect funding access.

PHOTOS



HYROX setup for inaugural event



Hastings Poultry & Pigeon Show



Wonder Night Market

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CUSTOMER SERVICES

SUMMARY OF ACTIVITY

The customer service team is the first point of contact for customer enquiries via phone, email and face-to-face in the Lyndon Road service centre. The team coordinates the operation of the Customer Service Centre and 24/7 Contact Centre, helping the public with applications, registrations, payments, information requests and online services. Requests requiring further action are assigned to other Council staff and/or contractors via various systems.

KEY PERFORMANCE MEASURES			
Metrics	Current Quarter 4 (2024/25)		Previous Quarter 3 (2024/25)
Council Contact Centre			
Calls received	16,660	lack	16,586
Daily average	278		277
Percentage of calls answered in 20 seconds	94%	•	95%
Average call handle time (mins/secs)	04:49	lack	04:48
After-Hours Contact Centre			
Calls received	2,327	\blacksquare	2,646
Percentage of calls answered in 20 seconds	81%	lack	79%
Average call handle time (mins/secs)	05:03	\blacksquare	05:12
Emails/Online Forms			
Total emails received	8,863		7,544
Workday average handled	136	lack	120
Customer Service Centre			
Face-to-face interactions	6,460	lack	5,244
Daily average	108		88
Compliments/Complaints			
Compliments received	24	\blacksquare	26
Complaints received	25	\blacksquare	35

SUMMARY OF ACTIVITY

The Customer Service Team maintained high service levels across the quarter, consistently exceeding industry benchmarks for response times. Key interaction drivers included rates processing, building consent enquiries, and dog registrations, which peaked in June 2025.

Notably, face-to-face visits increased with a 41% uplift in June 2025 due to dog registration renewals. The after-hours team managed call volumes efficiently, particularly during the Matariki weekend Frederick Street fire. Service delivery performance remains strong, bolstered by a stable workforce and enhanced internal processes.

COMPLIMENTS AND COMPLAINTS

Compliments frequently cited professionalism and efficiency, particularly in the Building and Transportation Teams. Positive feedback included timely pothole fixes, empathetic customer interactions, and effective waste collections. Complaints were generally issue-specific and related to accessibility, address numbering inconsistencies, unfinished works, or responsiveness.

Main complaint themes included:

- Quality of work (eg mobility access, stormwater works).
- Process and decision-making clarity (eg parking changes, address assignment).
- Service delivery gaps (eg unclear phone responses, unresolved historic issues).

RISKS AND OPPORTUNITIES

Al tools present an avenue for enhancing triaging and CX efficiency. Customer service policy changes and the customer experience initiative aim to increase public understanding, but limited resourcing creates implementation risk.

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DIGITAL COMMUNICATIONS

SUMMARY OF ACTIVITY

Digital communications encompass management of Council's digital platforms and channels for marketing, communication and engagement purposes. This includes the website and subsites, social media channels, electronic newsletters, and engagement platform. The team also provides support for enhancing customer experience and outcomes through the management of current channels and future opportunities.

		OUTCOMES 4	

Metrics	Current Quarter 4 (2024/25)		Previous Quarter 3 (2024/25)
Total HDC Website views	371,489	A	369,254
Total HDC Website users	122,741	•	134,237
HDC Facebook follower growth	+432	A	+146
Total published HDC Facebook posts	233	A	175
Total engagement on HDC Facebook	104,342	•	123,284
LinkedIn follower growth	186	A	+118
Total published LinkedIn posts	24	A	20
Total engagements on LinkedIn	4,049	•	4945
HDC Instagram follower growth	+81	A	+64
Total published HDC Instagram posts	38	•	39
Total engagement on HDC Instagram	1,237	•	1550
Newsletters sent	109	-	-
Recipients	95,404	-	-
Avg. open rate: (benchmark: 30%)	53%	-	-

HIGHLIGHTS

Digital activity peaked during the May 2025 infrastructure updates. Our highest engaged post for the quarter was an update on the Puketapu Bridge rebuild. We also detailed a lot of other essential infrastructure projects including openings of Kēreru Culvert and Matapiro Bridge, work on the Te Awanga EcoReef and groundbreaking at Whakaruru Crescent, Flaxmere.

We ran a major social campaign promoting the Local Water Done Well consultation. This included multiple posts, animated videos, and a Facebook Live Q&A. This digital activity played a big part in the overall success of the consultation, which received over 1,000 submissions.

Content strategies balanced serious infrastructure storytelling with community events. Key posts on the rededication of Ngā Pou o Heretaunga, Matariki at Waiaroha celebrations and Anzac Day commemorations were among the most engaging.

Newsletter metrics remained industry-leading, reflecting relevance of content and engagement in HDC digital channels.

RISKS AND OPPORTUNITIES

Risks

Reduced events over winter pose a content gap. Political neutrality must be carefully maintained through pre-election.

Opportunities:

Sentiment analysis tool procurement will strengthen analytics. Continued focus on LinkedIn growth can build economic development credibility. Instagram and TikTok remain under-leveraged.

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MARKETING, TOURISM AND EXPERIENCE

SUMMARY OF ACTIVITY

Marketing, Tourism and Experience encompasses management of Council's and the districts brand, for the promotion of Hastings as a place to live, work and visit. This includes the management of HDC brand including visual assets, customer experience and promotion of HDC owned facilities, and the promotion of Hastings District through destination marketing, leveraging of event partnerships, management of the visitor experience (isite and facilities) and PR including paid and owned channels.

HIGHLIGHTS

HDC's marketing and experience activity focused on destination storytelling, business events promotion, and collaborative placemaking. The team supported media coverage and events promoting the district's strengths in food, culture, and lifestyle. Strong relationships with Napier City Council, HB Tourism, and Toitoi continued to underpin regional initiatives.

Key highlights included:

- Hosting the Air NZ Board and tourism industry representatives.
- Coordinating national media features in NZ Herald, Viva, Kia Ora.
- Participation in MEETINGS Tradeshow with Hawke's Bay contingent, to promote the district with for business events, particularly at Toitoi.
- Implementation of UNESCO and Great Wine Capitals activations.

The future of Hawke's Bay Tourism (HBT) remains challenging, with only one further year of funding secured (July 2025 – June 2026). The funding agreement and Letter of Expectations have been issued to HBT. A Statement of Intent and signed funding agreement is expected from HBT in July 2025.

Social Media Activity (Hastings NZ)

- Facebook: Engagement peaked at 169k impressions in April 2025. Lower activity in May and June reflects event seasonality.
- Instagram & TikTok: Steady engagement growth, with local food and event content leading performance.

RISKS AND OPPORTUNITIES

Opportunities:

Hastings has had significant positive media coverage in 2025 – this provides a strong platform to continue activities to gain earned media coverage and partner through famils. Continued investment in events is a key content pillar, alongside coverage linked to the district's food and wine positioning. This also supports our wider regional 'Food and Wine Country' brand position while budget restrictions reduce regional promotion activities by HBT.

Risks:

Event venue constraints (eg Dysart Building, lack of commercial accommodation in Hastings) impacting attraction. Staff resourcing during off-season planning.

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EVENTS

SUMMARY OF ACTIVITY

HDC supports and/or delivers a wide range of events to achieve social, cultural and economic wellbeing outcomes for the district. The team delivers a number of key events that enhance vibrancy in the city centre, celebrates our community and heritage through civic events, and mark significant milestones in major projects. Working across internal teams including Transport, Licencing, Health, Safety and Wellbeing, and the Waste Minimisation team, HDC Event Management team supports event managers to deliver safe events that minimise the environmental impacts of event delivery.

KEY PERFORMANCE INDICATORS - EVENT DELIVERY & SUPPORT

Council-Owned Events

Event	Туре	Location	Attendance	Cost	Month
Whakaruru Crescent Sod Turning	Civic	Flaxmere	100	Free	April
Osmanthus Lantern Festival	Tourism / Community	Cornwall Park	25,000+	Koha entry	April
ANZAC Dawn Service	Civic	Civic Square	1,800	Free	April
Howard Street subdivision – unveiling new streets	Civic	Hastings	100	Free	May
Hastings Civic Honours Awards	Civic	Toitoi	150	Free (invited)	May
NZ Music Month in Hastings	Arts / Music	City Centre	500	Free	May
Citizenship Ceremony	Civic	Toitoi	300+	Free (invited)	April
Matariki at Waiaroha	Cultural/Community	Waiaroha	2,000	Free	June

CANCELLED / POSTPONED EVENTS

None.

Council-Sponsored Events (Funded/Supported/in kind)

Date	Event	Location	Support
3 April 2025	Napier Port Primary Sector Awards	Tomoana Showgrounds	Sponsorship
5 April 2025	Te Matau a Maui Martial Arts	Taiao Combat Academy	Sponsorship
13 April 2025	NZ Swimming Champs	Mitre 10 Sports Park	Sponsorship
17 May 2025	Hawke's Bay Marathon	TSG/Ever-Swindell	Sponsorship
30 May - 26 June 2025	Matariki Hunga Nui	Various	Sponsorship
20 – 26 June	Àtea a Rangi	Waitangi Regional Park	Sponsorship

SUMMARY OF ACTIVITY

The events programme over the quarter included civic, community and tourism-led activations. Highlights included:

- Osmanthus Gardens Lantern Festival (April 2025): The event was well-received, attracting approx. 25,000 attendees with \$22k in koha donated.
- Anzac Day Commemorations (April 2025): The Dawn Service drew over 1,800 attendees and was delivered fully by HDC for the first time. HDC also coordinated a range of support for smaller community services across the district.
- NZ Music Month (May 2025): Celebrated via pop-up performances within Hastings city, with one of the highlights being the Little Lane Party. Artists appreciated the opportunity to perform and develop their profile and professional network.
- Hawke's Bay Marathon (May 2025): More than 8,000 runners; approx. 70% from out
 of region. Promoted local accommodation and hospitality spend. The event went
 smoothly, helped by exceptional weather.
- Matariki at Waiaroha (June 2025): Family-oriented activation attracted 2,000 attendees and involved kapa haka and kai sharing. This was preceded by a dawn event by NKII for the rededication of Ngā Pou o Heretaunga in Civic Square.

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Planning is also advanced for the Blossom Festival 2025, which marks the 75th anniversary of Blossom Parade, and a new Halloween activation, "Spook Planet". The team are working on delivering a year-round calendar of events, pending commercial funding attraction to meet the additional costs.

HDC has also been named a finalist in the New Zealand Marketing Awards for the Meatball Festival marketing campaign. This is the first time HDC has entered these awards, and the team are very proud of the results this work delivered for Hastings. The award winners will be announced in September 2025.

SPONSORSHIP & CORPORATE PARTNERSHIPS

The sponsorship and partnerships programme is progressing, with the team focused on forward planning, improving internal systems, and ensuring longer lead-in times to identify and attract aligned sponsors.

Efforts have focused on better understanding the value of council-owned events and aligning sponsorship offerings with both commercial and community benefits. In-kind contributions supported event delivery across decorations, staging, and promotional goods, and several prospects for multi-year partnerships were identified.

Conversations on renewals for 2026 have been promising, along with new expressions of interest by potential partners for the Meatball Festival.

RISKS AND OPPORTUNITIES

Risks:

Dysart Building consent issues restricted some events. Local Alcohol Policy changes may affect event attractiveness due to the more lenient policy adopted by Napier City Council. The main issue relating to the discretionary restrictions on the number of drink serves per person for large concerts, which may be seen as a risk to profitability by event promotors.

There is no dedicated resource for key partnership management at this stage, which places a heavy workload on the team at a time when many business budgets are tight. A separate partner project may alleviate this in the longer term, but in the short term the team will seek to achieve base targets required for the core programme delivery.

Opportunities:

Leveraging anniversary milestones (e.g. Blossom Festival 75th Anniversary) and continued cultural collaborations with Ngāti Kahungunu lwi.

As we mature into the sponsorship programme, increased internal capability and new tools and templates allow for more efficient development of scalable sponsorship approaches.

PHOTOS





Matariki at Waiaroha

Hawke's Bay Marathon





Anzac Day Commemorations

Little Lane Party

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ISITE - HASTINGS & HAVELOCK NORTH

KEY PERFORMANCE MEASURES ▲ ▼

Sale Totals – Hastings and Havelock North isites				
	Current Quarter (Q4)		Previous Quarter (Q3)	
Tickets	\$45,989	A	\$38,862	
Reservation	\$571	•	\$8,157	
Retail	\$9,168	•	\$18,540	
Advertising	\$6,461	A	\$0.00	
Total	\$62,190		\$65,559	
Visits	5,414	•	8,544	
Retail spend per visit	\$1.69	•	\$2.17	
Total spend per visit	\$10.29	A	\$7.65	

Visitor Statistics Summary

Month	Location	Total Visitors	Domestic (%)	International (%)
April	Hastings	951	79%	21%
	Havelock North	453	68%	32%
May	Hastings	902	88%	12%
	Havelock North	300	76%	24%
June	Hastings	688	93%	7%
	Havelock North	203	91%	9%
Q4 Total		3,497		

Note - approx. 65% capture rate of visitors' origin

HIGHLIGHTS

The Hastings and Havelock North isite centres continued to provide high levels of service and visitor support throughout quarter 4, with strong performance across both domestic and international visitor segments.

Customer demand remained steady, with peak interest in the final weeks of April 2025due to the school holidays and Australian visitors. The centre played a supporting role for several events, including Osmanthus Lantern Festival, Meatball Festival and Matariki at Waiaroha, by providing directional support, promo items and activity information.

In Havelock North, engagement remained consistent despite the onset of the shoulder season. The team supported village-focused events and responded to seasonal changes in walk-in traffic, while updating print collateral and business listings.

Both centres focused on enhancing the visitor experience through refreshed displays. improved business referral systems, and product knowledge training. Referrals to accommodation, tours and food and beverage providers continued to deliver direct benefit to local operators.

RETAIL AND BOOKINGS

Retail sales remain strong, with interest in Meatball Festival themed items and district souvenirs.

Intercity and local activity bookings remained steady, with ongoing product training enhancing booking confidence.

Staff supported a targeted digital campaign to promote great wine capitals and winter itineraries.

RISKS AND OPPORTUNTIES

'Soft' is a phrase for many market segments, notably retail, accommodation, and activity providers. Forward bookings are challenging although events (eg Hawke's Bay marathon) are well supported. Backpacker numbers have been noticeably lower this summer and anecdotal feedback from accommodation providers suggests seasonal job opportunities have not been there this year.

Havelock North foot traffic remains low following the re-location of New World. This change is being experienced by other retailers in the area.

Optimism is rising for the coming high season, with solid international interest in the Hawke's Bay region indicated through forward bookings. As noted previously, the quieter months are looking particularly challenging, with a key accommodation occupancy measure - average daily room rate - down 5% on the same time last year. Weekday business travel is also being constrained by the very high flight cost with Air New Zealand in and out of Hawke's Bay airport for short lead bookings.

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MEDIA COMMUNICATIONS

KEY PERFORMANCE MEASURES▲▼ **Current Quarter 4 Previous Quarter 3** Metrics (2024/25)(2024/25) Media releases issued by HDC 54 38 Total articles about HDC 251 301 Positive HDC articles 48 (19%) 58 (19%) Negative HDC articles 27 (11%) 33 (11%) General coverage of Hawke's 597 515 Bay (articles)

MEDIA HIGHLIGHTS

Media coverage fluctuated through the quarter, influenced by cyclone-related property rates, infrastructure issues, and the upcoming local body elections.

Positive coverage was driven by the Queen Street redevelopment, strong national media uptake of the Mayor's retirement announcement, and items ranging from Infometrics economic data to the Osmanthus Lantern Festival. Sustained negative commentary peaked in April 2025due to the end of rates remissions on red-zoned properties.

Strategic media releases around infrastructure completions, waste minimisation, and tourism events such as Matariki contributed to a balanced tone. Syndicated pieces on flytipping and local election candidates started to shift the focus toward the upcoming elections.

RISKS AND OPPORTUNITIES

Risks

Political scrutiny and local election candidate coverage may increase reputational vulnerability. Polarising issues such as the upcoming referendum on Māori wards, price changes related to the new financial year and cyclone-related topics will require additional communications focus.

Opportunities:

Strong economic and infrastructure narratives present storytelling potential. Continued positive momentum around housing and essential infrastructure initiatives can help showcase the progress being made for Hastings District, alongside managing the extensive rebuild programme linked to Cyclone Gabrielle recovery.

PHOTO



Hastings Mayor and CE with developer Mike Walker outside 206 Queen Street

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COMMUNITY ENGAGEMENT

FORMAL CONSULTATIONS

Project/Topic	Туре	Status	Submissions / Responses	Engagement Method
Local Water Done Well	Formal consultation	Open	1,063	Regionwide campaign, pop-up activations, digital media.
Waste Management & Minimisation Plan	Formal consultation	Closed	80+	Workshops, website, printed survey.
Whakatū West Stormwater Scheme	Targeted consultation	Closed	9	Direct mail, stakeholder meeting.
Waste Management Bylaw	Formal consultation	Closed	15	Website, email submission.
Fees and Charges 2025/26	Formal consultation	Closed	Low	Standard annual update.
Water Strategy Implementation	Targeted stakeholder engagement	Ongoing	N/A	Interviews, internal workshops.
CBD Parking (long-term)	Exploratory engagement	Scoping	N/A	Initial survey and stakeholder feedback.
Water Play space	Pre-consultation	Ongoing	N/A	Community feedback through parks engagement.

KEY PROJECTS

SUMMARY OF ACTIVITY

Key project activity, supporting critical Council objectives.

CYCLONE GABRIELLE COMMUNICATIONS HIGHLIGHTS

Marketing and communications support for the cyclone recovery programme continued to focus on visibility and public confidence in Council-led infrastructure restoration. Key activities included:

- Highlighting bridge openings, particularly Matapiro and Ellis Wallace Road, through media releases, on-site signage, and social content.
- Supporting the Joll Road property category review process with collateral and updates, ahead of HBRC decision.
- Promoting recovery-related investment and progress in council newsletters, aligning with regional messaging frameworks.
- Providing advice and content support to internal project leads managing long-term recovery pathways for rural communities.

All wards (Kaweka, Maraekākaho, Tūtira, and Poukawa) received regular updates via their own e-newsletter.

RISKS AND OPPORTUNITIES

Key Risks:

- Timeline uncertainty Delays from weather or unexpected site conditions can erode public confidence if not well communicated.
- Funding uncertainty and impact on rates Projects awaiting funding decisions need clear messaging to manage expectations. 'Under budget' projects leading to expectations of rates reductions, when many projects are still unfunded, or may offset projects where budget estimates were too low.
- **Community sensitivity** Land categorisation continues to generate anxiety—particularly in 2C zones—requiring careful, transparent messaging.
- Complexity fatigue There's a risk of overwhelming residents with too much technical information; clarity and simplicity are essential.

 Perceived inaction Planning and design phases can appear as inactivity communications must emphasise 'behind-the-scenes' progress.

Key Opportunities:

- High engagement levels Ward-based email updates have up to 70% open rates, showing strong trust in direct updates.
- Hyper-local reach Community newsletters and Facebook group posts effectively connect with local audiences.
- Visual storytelling Strong appetite for photos, drone footage and personal stories
 presents a chance to improve understanding and connection.
- Trust through transparency Openly discussing delays and complexity helps sustain public confidence over time.

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ESSENTIAL INFRASTRUCTURE COMMUNICATIONS

HIGHLIGHTS

The ongoing campaign to build public awareness and understanding of major infrastructure investment continued across digital and traditional channels. Key initiatives included:

- Deployment of a refreshed infrastructure storytelling series with photo/video documentation of works such as Queen Street and water treatment upgrades.
- Coordination of signage and community notices for projects impacting CBD, transport corridors, and water networks.
- Targeted digital storytelling via Facebook and LinkedIn to profile engineers, project milestones, and community benefit.
- Enhanced campaign integration with other platforms, including e-newsletters and media engagement.

RISKS AND OPPORTUNITIES

- Overemphasis on cyclone recovery risks overshadowing other major infrastructure programmes, including growth, environmental resilience, and renewal work.
- Public fatigue or misunderstanding may emerge if messaging doesn't make the full infrastructure picture clear, particularly given the financial context of the 2025 Annual Plan.
- The campaign is a strong vehicle to educate and reassure ratepayers about where their money is being spent—and the long-term benefits being delivered.
- Re-work on one particular roading project has caused a negative view of Council, highlighting the importance of good communication between crews, project managers and the communications team to provide updates on progress/issues.



ACRONYMS, TERMS AND MĀORI TRANSLATIONS

Acronyms	
AWPT	Area Wide Pavement Treatment
BAU	Business As Usual
BCA	Building Consent Authority
CAJC	Climate Action Joint Committee
CAWP	Climate Action Work Programme
CBD	Central Business District
CCC	Code of Compliance Certificate
CCRA	Climate Change Risk Assessment
CDEM	Civil Defence Emergency Management
CHP	Community Housing Provider
CMS / RAMM	Central Management System / Road Asset Maintenance Management
CRM	Customer Request Management
DWRR	Drinking Water Regulation Report
DWSNZ	Drinking Water Standards of New Zealand
ECI	Early Contractor Involvement
ERP	Emissions Reduction Plan
ESG	Executive Steering Group
FDS	Future Development Strategy
FENZ	Fire and Emergency New Zealand
FOH	Functions on Hastings, Toitoi, Hawke's Bay Arts and Events Centre
GWC	Great Wine Capital
HBAL	Hawke's Bay Airport Limited
HBCFCT	Hawke's Bay Community Fitness Centre Trust
HBMT	Hawke's Bay Museums Trust
HBRC	Hawke's Bay Regional Council
HBT	Hawke's Bay Tourism
HDC	Hastings District Council
HPUDS	Heretaunga Plains Urban Development Strategy
HTST	Heretaunga Tamatea Settlement Trust
IAM	Inclusive Active Movement Programme
JFH	Jobs for Heretaunga
ко	Kāinga Ora

Acronyms	
LGOIMA	Local Government Official Information and Meetings Act 1987
LTP	Long Term Plan
MBIE	Ministry of Business Innovation and Employment
MGG	Matariki Governance Group
MSD	Ministry of Social Development
N4N	Nourished for Nil
NCC	Napier City Council
NHS	Neighbourhood Support
NIFF	National Infrastructure Funding and Financing
NZTA	New Zealand Transport Authority
NZCB	New Zealand Certified Builders
PDS	Project Definition Sheet
PGF	Provincial Growth Fund
RMP	Reserve Management Plan
RSE	Recognised Seasonal Employer
RTA	Residential Tenancy Act
TAG	Technical Advisory Group
TANK	Tütaekuri, Ahuriri, Ngāruroro and Karamū – management of freshwater in the greater Heretaunga catchments
TIF	Tourism Infrastructure Fund
TToH	Te Taiwhenua o Heretaunga
WDC	Wairoa District Council
WMMP	Waste Management and Minimisation Plan
WTP	Water Treatment Plant

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An item of property owned by a person or company, regarded as having value and available to meet debts or commitments.
Funds used by a company to acquire, upgrade, and maintain physical assets such as property, plants, buildings, technology, or equipment.
A place for the respectful and usually public storage of urns, holding a deceased's cremated remains.
A warranty period.
A reduction in the value of an asset over time, due in particular to wear and tear.
Large-scale enterprise software packages that support business processes, information flows, reporting, and data analytics in complex organisations.
Hawke's Bay Food Innovation Hub.
Wood chips or shavings, residue from sawmills etc, used as a boiler fuel.
A Crown entity set up under the Kāinga Ora Homes and Communities Act 2019. It brings together the Kiwibuild Unit, Housing New Zealand and its subsidiary. It has two key roles: public housing landlord and partnering with the development community, Māori, local and central government and others on urban development projects.
A liquid produced by precipitation coming in contact with waste and infiltrating through landfills, seeps through the sides and bottoms of the landfill.
Comics or graphic novels which originate from Japan that conform to a specific style.
The amount of risk associated with an action or event remaining after natural or inherent risks have been reduced by risk controls.
The income generated from normal business operations.
The process of finding and agreeing to terms, and acquiring goods, services, or works from an external source, often via a tendering or competitive bidding process.
Local Government Act requirement for Council Controlled Organisations.
A comparison of the relevant quarter in the current reporting period against the same quarter in the previous reporting period.

Māori Translations	
Kaiako	
Kaumātua	Elders in the Māori community
Manaaki	Hospitality
Rohe	Area
Tauira	Student pupil, apprentice, skilled person, cadet
Taonga	Treasure
Tīkanga	Formality/Custom
Wharekai	Dining hall

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